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## HOW THE SERVICE WORKS

Your GP/Health Care Professional has sent a referral letter to this service.

Your referral letter will be assessed by a musculoskeletal specialist who will determine which clinician you would best be seen by and signpost your referral appropriately so that an appointment can be arranged with you. Subsequent outcomes may be:

- Direct referral for further investigations such as scans and blood tests to help assess your condition.
- Direct referral to see an appropriate Consultant/Surgeon outside of the Musculoskeletal Triage Service.
- Direct referral to a local physiotherapy service.
- An appointment to see one of the Musculoskeletal Triage Specialists for examination/assessment.

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## COMMENTS

### COMPLIMENTS / COMPLAINTS

We are interested in your views of the service you receive in the department.

Please ask at reception for one of our comment cards.

or

complete your comments online:

<https://www.oc-meridian.com/HertsCHS/completion/custom/default.aspx?slid=143&did=>

Alternatively you can write to:

Suzanne Taylor  
Musculoskeletal Clinical Service Lead  
Hertfordshire Community NHS Trust  
Howard Court  
14 Tewin Road  
Welwyn Garden City  
Herts AL7 1BW

For general enquires please telephone:  
**01707 247411** or **01707 247412**  
**Mobile Number :07884547579**

# Musculoskeletal Triage Service

## INFORMATION FOR PATIENTS

This leaflet will provide you with useful information about the Musculoskeletal Triage Service which is for patients with joint and muscle problems.

The Service is provided by experienced musculoskeletal clinicians skilled in the diagnosis and management of joint and soft tissue conditions with specialised knowledge and training supported by local Consultants.

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## **FOLLOWING ASSESSMENT**

- Please arrive on time for your appointment. If you are late, it may not be possible to see you.
- Please allow at least 2 hours for parking as you may be referred for investigations immediately after you have been assessed.
- You will be asked a number of questions relating to your problem and be given a physical examination.
- This information will enable the practitioner to decide if treatment or investigations are required and plan appropriate action with you.
- Any information you give will be treated in strict confidence.

### **THINGS TO BRING:**

- Your appointment letter.
- The names of any tablets you are taking and any items requested on your appointment letter.
- Any forms we have asked you to complete.
- Shorts and or vest top as you may be asked to undress.

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## **WHAT HAPPENS IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT?**

The practitioner will discuss the findings of your consultation, and decide with you the best way to manage your condition. This may involve scans and blood tests, injection and advice/exercises, referral to an appropriate physiotherapy department, or referral to a Consultant for a surgical, rheumatological or pain management opinion.

The practitioner will be happy to answer any questions that you may have.

If you are unable to keep your appointment or no longer require our Service, please notify us as soon as possible so that your appointment time can then be offered to another patient.

Please telephone:

**01707 247411** or **01707 247412**  
**Mobile Number : 07884547579**

*giving at least 24 hours' notice.*

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## **YOU COULD BE DISCHARGED IF**

- You do not attend or cancel without giving at least 24 hours' notice.
- You cancel more than two appointments.
- You decline to commence treatment within 6 weeks of being offered.
- Or if you behave in an unacceptable manner.

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## **GENERAL POINTS**

We aim to see you within 10 minutes of your appointment time. Delays can occur and we will endeavour to let you know.

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## **TRAVEL ASSISTANCE**

If you require assistance with travel please call:  
**01603 481 208**

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## **INTERPRETER/CHAPERONE**

Please let us know if you need an interpreter/chaperone so that we can provide one for you.