

## Important information:

### Patients under 16 years-old:

If the Patient is under 16, then please advise us when you book their appointment.

### Patients with additional needs:

If the Patient is vulnerable, or has a disability, or mobility problems, then please advise us when you book their appointment.

### Translation Support:

If you require a translator, please advise us which language when you book your appointment.

### Keep us informed:

If you need to change or cancel your appointment, please call the service **at least 48 hours prior to your appointment**, so it can be offered to someone else.

### Don't be a DNA:

If you Do Not Attend (DNA), or you are late to your appointment without notifying us, you may be discharged from this service.

### Diagnostic Tests:

After your assessment, your clinician may feel that you warrant further investigations, or tests.

### Diagnostic tests may take up to 8 weeks

and we monitor your progress throughout the diagnostic process, so there is no need to call us earlier than this.

## Patient and GP support

Our support team is here to help you, if you have any queries or questions regarding your care, please get in touch

**0191 250 4235**

Lines are open Monday to Friday between 8.30am and 5.00pm.

## Data protection and patient confidentiality

Patients and Clinicians can be assured that the protection of privacy and confidentiality are given the highest priority, with all personal information being collected, held and used in strict compliance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.

## Comments, complaints and suggestions

Northumberland IMATT Service encourages feedback from its patients on their experiences with the services they have received.

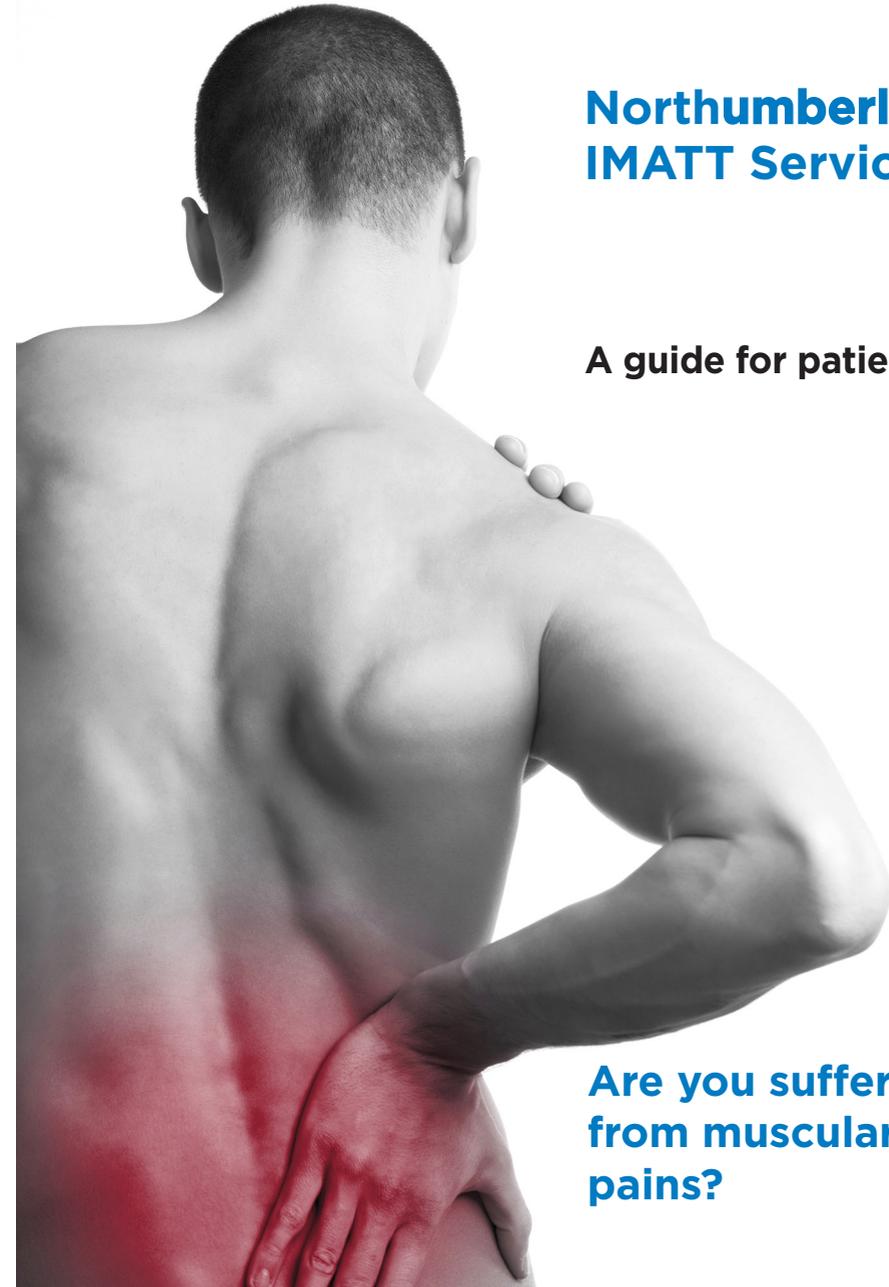
If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call the Referral Management Centre on **0191 250 4235** and they will direct your call, or access further information on how to do so via our website:

[www.connecthealth.co.uk/contact](http://www.connecthealth.co.uk/contact)



## Northumberland IMATT Service

### A guide for patients



**Are you suffering  
from muscular or joint  
pains?**

**Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition at health centres in your local community. We treat a wide range of MSK conditions including joints, nerves, muscles, ligaments and tendons.**

### **Our services:**

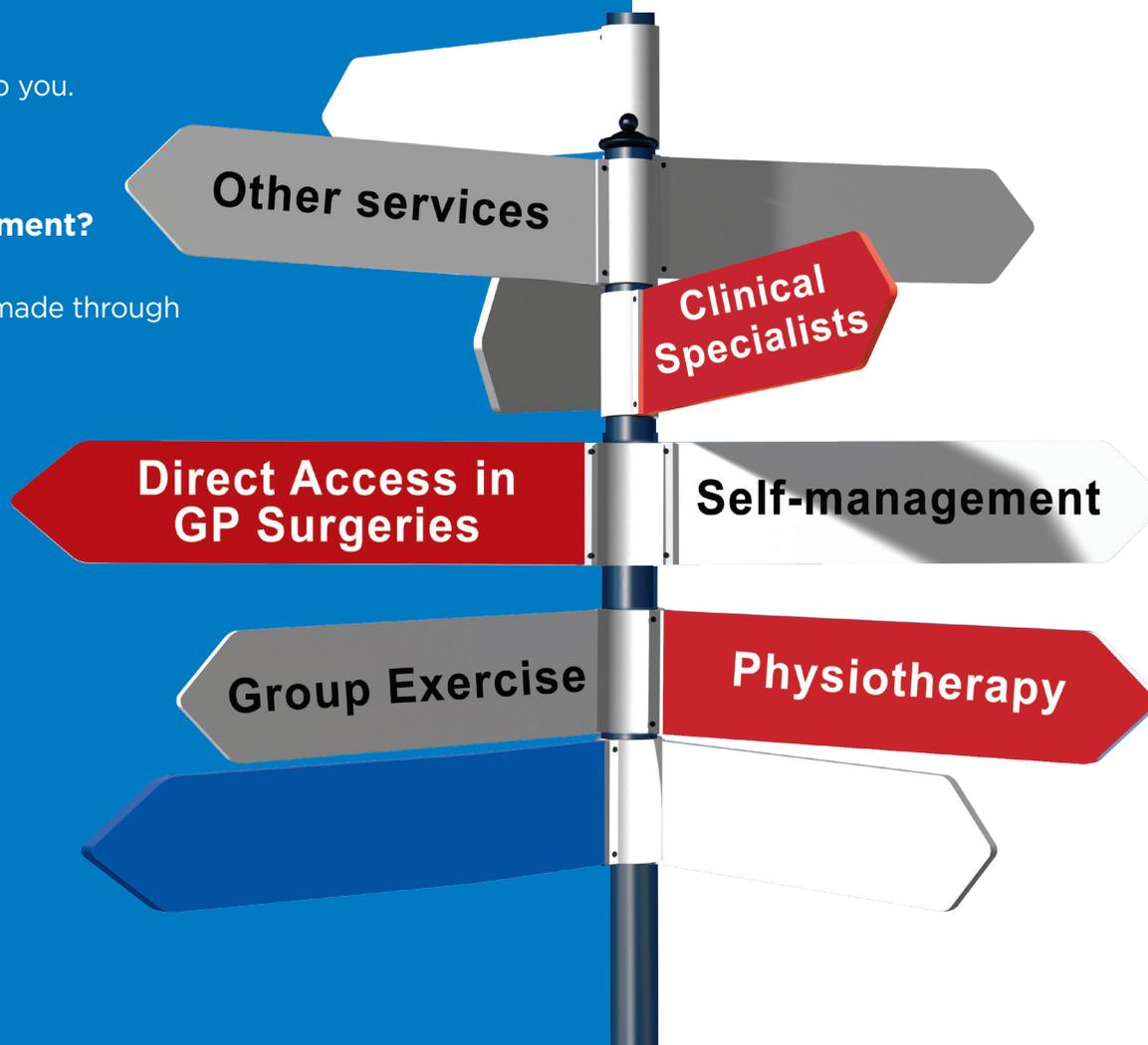
Northumberland IMATT service is for people with musculoskeletal conditions. Our team includes specialist clinicians covering all musculoskeletal specialist areas, who can provide a comprehensive assessment and a range of treatments and management plans in a community setting.

Speak to your GP today about how our MSK service could help you.

### **How do I make an appointment?**

All referrals to this service are made through your GP - here's what you need to do;

- Make an appointment to see your GP
- Your GP will refer you into the service



### **What should I expect?**

At your first appointment, you will be asked questions about your symptoms, activities, work, etc. You may then be referred on to a specialist service, which could include podiatry, physiotherapy, or if required, a referral directly into a hospital service.

Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic setting to help you to return to your usual activities. Your treatment plan will also include advice and exercises to help you self-manage your condition.

### **What if I need to go to hospital?**

If it is necessary for you to have an operation or see a consultant at a hospital, this will be discussed with you. You will then be able to choose which hospital you wish to be treated in and a referral will be arranged through our support team.

### **What to wear:**

During your assessment you might be required to carry out a number of movements to determine the cause of your pain. We recommend you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

### **Where will I be seen?**

The clinics are located in local health centres and some GP practices within the community. You will be offered the earliest appointment available but you will also be given a choice of venues so you can choose a location which is best for you.