

Harborough Locality
First Contact Physiotherapy Service
Patient Information Leaflet
St Luke's Treatment Centre

This is an on the day **assessment** service for patients registered with any of the five General Practices in the Harborough Locality (Market Harborough Medical Centre, Husbands Bosworth Medical Centre, Kibworth Medical Centre, Two Shires Medical Practice and Billesdon Surgery), who have a musculoskeletal problem (which they have experienced for no more than the previous twelve weeks) such as:

- Back or neck pain
- Sprains or strains
- Sports injuries
- Joint or muscle pain

Instead of seeing your GP, you can phone the usual surgery number between 8.00am and 4.00pm (Monday to Friday, excluding Bank Holidays) and make an appointment to see a senior physiotherapist. The physiotherapist will provide you with a thorough assessment and advice about the best path of care for you.

Why am I seeing a physiotherapist instead of a GP?

The British Medical Association have recently recommended that 'an expanded workforce in and around general practice' should include physiotherapists.

It is estimated that musculoskeletal conditions alone account for around one in five GP appointments. This is therefore an opportunity for physiotherapists to support GPs and build capacity so that patients can be seen sooner.

Physiotherapists are increasingly providing a first point of contact service which means that patients presenting with a musculoskeletal problem have an appointment with a physiotherapist instead of a GP, enabling them to receive expert assessment, diagnosis and advice. The appointment with a physiotherapist is 20 minutes, meaning that patients can feel listened to, cared for and reassured.

The Harborough Locality is piloting this service from 1st October 2018 to 31st March 2019. Patient use and feedback of the service will be invaluable in determining whether it will be continued thereafter (also subject to the availability of funding).

East Leicestershire and Rutland Clinical Commissioning Group, NHS England, the British Medical Association and the Chartered Society of Physiotherapy are supportive of pilots such as this.

Where are the First Contact Physiotherapy clinics?

The clinics are held at the St Luke's Treatment Centre in Market Harborough:

33 Leicester Road, Market Harborough, LE16 7BN.

There is free, onsite car parking available.

When do the First Contact Physiotherapy clinics operate?

Monday to Friday (excluding Bank Holidays) between 8.30 am – 12.30pm and 1.30pm to 5.30pm.

How do I access the service?

By ringing the usual surgery number (between 8.00am and 4.00pm) on the day you require an appointment. Please note that it is only possible to book same day appointments and not in advance.

The reception staff will need to ask you some questions so that they can confirm that the nature of your condition is suitable for the service. They will also ask you for your personal details (name, address, contact telephone number, name of your registered GP) so that the details can be entered in the clinical system.

What can the Physiotherapist do for me?

At your appointment the physiotherapist will assess your symptoms and discuss your treatment options. They will provide you with a diagnosis, and may talk to you about self-management advice, or provide you with exercises.

If clinically indicated, they may suggest an onward referral to another service which could be, for example, a course of physiotherapy treatment, podiatry, or orthotics. Your own GP will make the referral, if this is required.

The Physiotherapist can also recommend further investigations such as x-rays and blood tests, which your own GP will arrange if this is clinically indicated.

The physiotherapist can answer any questions or queries and help you decide how best to manage your condition.

What if I think I need surgery or to see a hospital Consultant?

The First Contact Physiotherapists work very closely with the wider medical team. This means that if clinically indicated, they will make a recommendation to your GP for a referral to be made to a speciality such as orthopaedics or rheumatology.