

The Oxfordshire Musculoskeletal Assessment Service



You have been referred to the Musculoskeletal (MSK) Assessment Service. This service will make sure you get the right treatment.

What will happen next?

Your GP will send your details to the MSK Assessment Service. Experts in musculoskeletal problems will look at your referral and decide what the best treatment for you is.

You will be asked by your GP to book a telephone appointment with an advisor from the Assessment Service. You will book this appointment with the 'Choose and Book' appointment line.

The Assessment Service will phone you at your chosen time (at busy times you may be called two hours before or after this time). If Assessment staff cannot get hold of you by phone, they will leave a message and telephone number for you to call back or they will write to you.

During the conversation you will be informed of the next steps in your treatment. This could be:

- An appointment in the Assessment Service Face to Face Clinic.
- An appointment with a Consultant or member of his/her team in a hospital you have chosen.
- A referral to a physiotherapist or podiatrist.
- Recommendations and further management with your GP.

If the Assessment Service books an appointment for you they will write to you with the details of the appointment and how to change it if you are unable to attend.

What to do if no-one contacts you

Please call the Assessment Service on **01865 738029**. One of the Assessment Service advisors will be able to help you.

We value your comments

Your suggestions or comments on the service provided by the Assessment Service are appreciated, please contact the Patient Advice and Liaison Service (PALS). They are people like you, who have experienced and used the service.

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, PALS should also be able to help you.

Tel: 01865 738126 (Monday to Friday 9am to 4pm) Email: palsnoc@ouh.nhs.uk

Post: PALS Office, Nuffield Orthopaedic Centre, Windmill Road,
Headington, Oxford, OX3 7LD