

Bexley Integrated Musculoskeletal Triage Service Patient Information





You have been given this information leaflet as you have been referred to the Bexley Integrated Musculoskeletal Triage Service.



What is the Integrated Musculoskeletal Triage Service?

This is a community-based service for people with bone, joint, muscle and nerve problems known as Musculoskeletal (MSK) conditions.

Most people with these conditions are supported by MSK specialists such as Physiotherapists and Podiatrists, but sometimes patients will need to be seen by a hospital doctor (such as an Orthopaedic Surgeon or Rheumatologist).

Our service helps to ensure that patients see the right healthcare professional first time. This helps to avoid long waits for unnecessary appointments and getting the right treatment and or further investigations/diagnosis in a timely way.

Who is this service for?

The service provides one access point for patients aged 16 and over, registered with a Bexley GP, for all Musculoskeletal referrals.



What do we do?

Your primary care clinician/GP has assessed you and referred you into the MSK triage service for treatment, further specialist opinion and/or consideration for referral onwards to other services such as orthopaedics or rheumatology.

This service consists of MSK specialists who will review your referral and assess which service would best suited to help manage your MSK condition.

What will happen next?

Our physiotherapists will review your referral form and decide what to do next which may be to:

- Book you in to an appointment with the service that would help you manage your condition
- Book you in to an assessment clinic to assess you and discuss need for further tests
- Redirect your referral into a hospital service such as Orthopaedics or Rheumatology, to book an appointment or
- Return your referral back to your GP, if you do not need MSK services.



If you are booked into an assessment clinic, the clinician will talk to you about the results and help you decide on the best treatment options for your condition.

Our MSK specialist physiotherapists can request diagnostic investigations like x-rays, ultrasound, MRIs, nerve tests & bloods tests if these are needed. They can also give corticosteroid injections and offer point of care ultrasound imaging if this is required.

There may be times when an investigation is not required – please see this video for more information: <https://t.ly/PtPhe>

If the team feel that your symptoms are best managed with support from your GP or can be managed by you, they will return your send your referral back to your GP with advice on next steps. Your GP will then contact you to let you know this.

Is there any more information I can access while my referral is being assessed?

We are committed to help patients manage their conditions and treatments for better results. We have a range of self-care guides available for patients while you are waiting for advice on your symptoms and management which can be found here: <https://t.ly/WtT3Z> or by scanning the QR code below.



Call this number for
more information:

020 8302 6330

**South East
London**
Integrated Care System

