



# Patient Information Leaflet

Patient Appointment

**This leaflet contains important changes to the way we run the service during the CORONAVIRUS - COVID-19 PANDEMIC.**

**Please take the time to read this leaflet as it contains important information about your appointment**

***Please keep this leaflet in a safe place for future reference***



## What is Pennine Musculoskeletal (MSK) Partnership?

Pennine MSK Partnership is a service commissioned by NHS Oldham.

Our multidisciplinary team consists of a wide range of specialist clinicians including; Rheumatology Consultants, Orthopaedic Consultants, GP's, Nurse Consultants, Pain Specialists, a Consultant Physiotherapist, Physiotherapy and Podiatry Specialist Practitioners, Rheumatology Nurse Specialists and Occupational Therapists. We provide a comprehensive clinical assessment and treatment service to the population of Oldham in Rheumatology, Orthopaedics and Persistent Pain.

Our Physiotherapist and Podiatrist Specialist Practitioners have extensive experience and advanced skills and training which enables them to assess and advise fully and order any appropriate investigations. They will make an onward referral to a Consultant if this is necessary. Their role is different from routine physiotherapy and podiatry which you may have received previously.

We provide clinics from different locations across Oldham - Royton, Failsworth, Mossley and Oldham Town Centre with a choice of appointment times throughout the day including evenings and some weekends.

## How we have changed our service to ensure patients and staff are kept safe

The Coronavirus COVID-19 Pandemic means we have to change the way we see and treat patients to ensure we keep to social distancing guidelines in our waiting areas and clinic rooms and follow all the current Government and NHS guidance.

With this leaflet will be an appointment letter for either a telephone appointment or a face to face appointment.

## Telephone appointments

If you have been given a **telephone appointment** you will be contacted at approximately the time on your appointment letter but please allow some time either side of the appointed time.

- Please have available a list of any medications/topical lotions or ointments you currently use.
- We may change the appointment to a video consultation during the appointment

During this telephone or video consultation the clinician will take your medical history and discuss the nature of your complaint. A care plan will then be agreed with you that may include:

- Signposting you to self- care guides and information to manage your condition.
- Referring you for blood tests or imaging
- Bringing you in to clinic for a face to face appointment with a member of the team.

If the time on your appointment letter is inconvenient, please let us know.

**We require a minimum of 48 hours notice to cancel or rearrange an appointment.** Please contact **0161 357 5270** press option 4 to rearrange. **Failure to do so may result in you being discharged from the service.**

### Telephone numbers

It is vital that we have the correct contact numbers for you, especially a mobile number. Please advise us if your contact details have changed recently before your appointment so the clinician can contact you.

Please note the number on your screen may say - Caller ID withheld - it is important you answer the call at the time of your appointment.

### Face to face appointments in Clinic

Please be assured that we have taken every precaution possible to ensure your visit to see a clinician is in a safe environment.

We have reduced the numbers of patients allowed into the waiting room and have extended our clinic times to accommodate this. We have increased the cleaning of the clinical areas for your safety.

**IMPORTANT:** Before you attend if you or any member of your household, start to experience any symptoms of Coronavirus-COVID-19 then you should **NOT ATTEND** clinic and you should ring us to cancel and rearrange your appointment. The symptoms include: a new continuous cough **OR** fever **OR new** loss of/change in smell or taste.

If we have a mobile number for you, you will receive a text reminding you of this the day before your appointment.

## [Coming to a Face to Face appointment](#)

**During the pandemic it is important that as few people as possible are in the clinic at any one time.**

### **We therefore ask the following:**

- Bring your appointment letter with you as you may be asked for proof of your appointment to gain entry to the building depending on where you attend
- Please come at your appointed time - if you arrive early please don't come into the building until it is nearly your appointment time.
- Please do not bring friends or family with you unless you need their help getting into clinic.
- If possible ask your friends or family to wait outside for you.
- You must wear a mask or face covering on entry to the building, as it is an enclosed public space. If you do not have a mask you can use a scarf.
- Please try to maintain social distancing rules when in the building and waiting room.

In the clinic room your clinician will be wearing a mask, apron and gloves and will sit further away from you than normal until you need to be examined.

### **Disabled Access and Parking**

Currently it is not possible to access the building from the ICC car park via the disabled entrance. Access is via the main entrance ONLY on New Radcliffe Street. There are up to 20 disabled parking spaces in the New Radcliffe Street car park on Henshaw Street and these are free to use for blue badge holders for 3 hours. Alternatively there are spaces available in the Civic Centre Car Park.

### **Accessible Information**

Pennine MSK are committed to meeting the information and communication support needs of our service users, where those needs relate to a disability, impairment or sensory loss.

If you have any information or communication needs in relation to your care with Pennine MSK please contact us either by telephoning 0161 357 5270 press option 4 or by email: [info@pmskp.org](mailto:info@pmskp.org) and we will be only too happy to help.

## How your personal information is used

In general your records are used to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other health or social care professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Health or social care professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another clinician, or are referred to a specialist or another part of the NHS or social care.

Our Privacy notice can be accessed at: <http://www.pmskp.org/> alternatively a paper copy of the notice can be obtained by contacting us at the address below.

## Let Us Know

Please update us if any of your personal details have changed i.e home address, telephone numbers or GP.

### **IMPORTANT INFORMATION**

The service we provide is for patients with a GP only in the Oldham area. If you change GP to one outside of the Oldham area, unfortunately you will no longer be able to access our service. Please advise us of this change and contact your new GP who will arrange treatment elsewhere.

## Comments, compliments and complaints

We welcome all comments, compliments and complaints as these are what drive our service improvements and should be sent in the first instance to:

Julie Bedford  
Business Operations Manager  
Pennine MSK Partnership Ltd  
Integrated Care Centre  
New Radcliffe Street  
Oldham OL1 1NL

## Equality and Diversity

We believe in fairness, equality and above all value diversity in all dealings as a provider of health services to the population of Oldham. We intend to embed equality and diversity values into every day practice, policies and procedures. For more information please visit our website.



Visit our website to find out more at: **[www.pmskp.org](http://www.pmskp.org)**  
Or contact us on **0161 357 5270** **press option 4** if you have any further questions.

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