

When does it start?

The service will run from Monday 1st August 2013.

If you have any questions about this service please contact Helen Harris
Team Lead Physiotherapist on:
01243 623540

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Sussex Community 

NHS Trust

Physio Direct

*Direct access to your
local Physiotherapy
service*

*Providing treatment when
you need us most*

Please read all enclosed information

Introduction

Sussex Community NHS Trust Physiotherapy service wants to make it easier for patients to get advice from a Physiotherapist. Previously you would need to see your GP before you could be referred for physiotherapy.

However, with effect from 1 August 2013 we are trying a new approach whereby you can contact a Physiotherapist directly without having to see your GP first. This new service is called **PHYSIO DIRECT**.

How does it work?

If you have a back, neck, joint or general muscle problem you can contact a Physiotherapist on the telephone number shown at the end of this leaflet.

Once you have made contact with the physiotherapist you will be asked some questions that will help the Physiotherapist and you make a decision on how best to manage your problem.

What will I be asked?

The physiotherapist will ask you some questions, such as how long have you had the problem? What might have caused it? what makes it worse? Does anything make it easier? Are you taking any medicines? These are just some of the questions that will be asked. This will help the physiotherapist gain a picture of your problem.

What happens next?

There are several options that can be followed:

- 1 The Physiotherapist may give you advice over the phone, this may then be followed up with information being sent to you in the post or by email. Both of you may agree a date for you to ring back to discuss your progress.
- 2 The Physiotherapist may decide the best way to deal with your problem is to see a physiotherapist. An appointment will then be arranged.
- 3 The Physiotherapist may decide that physiotherapy is not appropriate for your problem and, if necessary, you may be advised to make an appointment to see your GP.

When the physiotherapist discharges you we would like you to complete a questionnaire to help us decide how helpful this service has been for you. This will be sent to you in the post with a stamped addressed envelope for you to return to us. This questionnaire will be anonymous.

How can you access this service?

The telephone number to use is:

01243 623542

Please call to leave a message. We aim to return your call within 3 working days. When leaving a message please ensure you provide the following information:

- Name
- NHS number/Hospital number/ Date of birth
- Address
- Preferred treatment location
- Telephone number and best times to call back if required

**PLEASE NOTE, THIS IS NOT AN
EMERGENCY MEDICAL TELEPHONE
LINE**