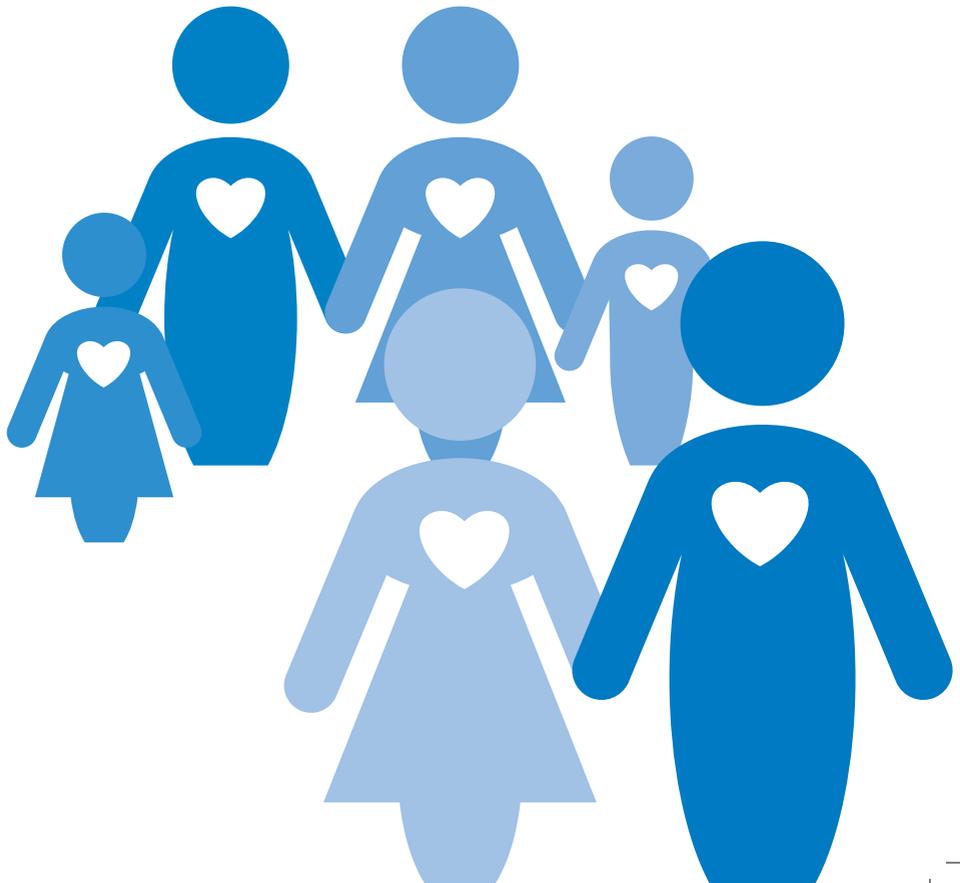


**NHS Buckinghamshire Musculoskeletal
Integrated Care Service (MusIC)**

Patient Information



NHS Buckinghamshire Musculoskeletal Integrated Care Services (MusIC)

Thank you for choosing the NHS Buckinghamshire Musculoskeletal Integrated Care Service (MusIC). MusIC provides a clinical assessment and treatment service for patients presenting with a musculoskeletal condition. A musculoskeletal condition is any condition affecting the joints, muscles, ligaments and nerves that may cause pain or reduced function. This booklet explains how MusIC works and what to expect during your appointment. If you have any questions or worries before your appointment, visit our website: www.buckinghamshire-music.nhs.uk or call us on 0333 999 2586. Our staff will be able to discuss any concerns you may have.

About Care UK

We are one of the UK's leading health and social care providers. We run a wide range of services including GP practices, NHS Walk-in centres, as well as musculoskeletal and orthopaedic clinics at various locations throughout the country. You can find out more about Care UK at www.careukhealthcare.com

This service is provided by Care UK on behalf of the NHS Buckinghamshire. All services are free to NHS patients.



About the service

This service operates from eight convenient locations that offer a safe and secure setting in existing health centres and hospitals. The clinical staff working in the Service are fully qualified, experienced and registered with professional healthcare bodies. You can find out more about our staff at our website:

www.buckinghamshire-music.nhs.uk

MusiC locations

High Wycombe*

Aylesbury*

Chesham

Marlow

Chalfont St Peter

Buckingham

Thame

Burnham

* Diagnostics available
at these locations



What to expect at your appointment

If you do not already have details of the date, time and place for your appointment, please contact us on **0333 999 2586** quoting any appointment reference numbers you may have – if your GP gave you a letter please quote any references from this.

We are fully compliant with the Disability Discrimination Act. If you require our language service or if you have any special access requirements such as wheelchair use, please let us know prior to your appointment by contacting us on **0333 999 2586**.

When visiting us, please ensure:

- You bring your appointment letter
- You bring details of any medicines you are taking
- You bring a list of any questions you want to ask
- You are appropriately dressed as you may need to partly undress at your appointment to enable the Clinician to fully assess you. For example; for back or leg problems it is advisable to bring a pair of shorts, for shoulder problems it is advisable to bring a vest top

Once your condition has been assessed, you may need further treatment, advice, physiotherapy, investigations or be seen again. If you require ongoing treatment, e.g. referral to a hospital or to attend further physiotherapy sessions, we will discuss your options in detail with you and help you with your choices. Once your appointment is complete, we will write to your GP providing full details of the assessment and management.

Cancelling or changing your appointment

If you are not able to make your appointment, please telephone us to let us know. We will then be able to offer this appointment to another patient.

Failure to attend your appointment

If you do not tell us that you are not coming to an appointment, you will be discharged from the service. We will write to your GP letting them know and if you still require an appointment, they will need to refer you again.

Text Messages (SMS)

You may receive a text message confirming or reminding you of your appointment. If you would prefer not receive these messages, please let us know.

Transport

Wherever possible, it is hoped that you will be able to travel to the clinic by car or public transport. If you currently qualify for patient transport on medical grounds to get to hospital our patient transport service is available to you. If you haven't already advised your GP at your appointment that you need this service, please contact us on **0333 999 2586** to arrange.

Patient Experience Service

The Patient Experience Service helps patients, their families and carers when they need advice have concerns or do not know where to turn. They welcome all compliments, suggestions, concerns and complaints, as these help monitor the quality of services and make improvements where necessary. It is a confidential service providing information on all aspects of NHS services. If patients wish to highlight issues or concerns but do not want to make a formal complaint the Patient Experience Service will report these to the key people within the service responsible for improving the patient experience.

Telephone: **0800 328 5640**

Email: cscsu.palscomplaints@nhs.net

Consent, privacy and dignity

We always ask you for permission before any of our staff examine or treat you. Maintaining your privacy and dignity is a priority for us. We'll listen to your personal preferences and your needs and act upon them wherever possible. If you require a trained Chaperone to be present during your assessment please contact us well in advance of your appointment so that we can arrange this for you.



Confidentiality

All information (on paper and on computers) is confidential and stored safely. At all times our staff follow NHS guidelines and the Data Protection Act.

Seeing your medical records

You have the right to see your own medical records. This may include information held on a computer or on paper. If you would like to see this information, please speak to the staff. If you would like to receive copies of your records you should write to the General Manager at the address listed at the back of this guide. If you would like to have copies of letters that we send to your doctor please tell the staff at the clinic.

Patient satisfaction

Care UK staff aim to provide you with high quality services. We regularly ask our patients about their experiences with us and welcome your opinions. This helps us to remodel and develop the service further.

You can speak to a member of staff when you are at the clinic. Alternatively, you can contact the General Manager on **0333 999 2586** or write to the address listed on the back of this guide.

You can also ask us for patient satisfaction statistics or view them at our website

www.buckinghamshire-music.nhs.uk



If you have a complaint - talk to us

We want to give our patients the best possible care. However, problems can arise. Sometimes this is because of a misunderstanding which can be sorted out promptly if our staff are told. We will investigate any complaints from patients or their representatives thoroughly.

If you are unhappy with the services or care we are providing, please contact the General Manager on **0333 999 2586** between 9am and 5pm Monday to Friday.

You can also write to:

General Manager

Care UK

Unit 2

The Merlin Centre

Cressex Business Park

Lancaster Road

High Wycombe HP12 3QL

Email: cuk.bucks-music@nhs.net

Please include the following:

- Your name and address
- Details of your complaint, including the date of when you were seen or treated
- Any other comments that you wish to make

We will respond to your concerns considerately, quickly and as effectively as possible in line with the NHS Complaints regulations (2009).

For full information on our complaints procedure, please ask for a leaflet at reception.

This leaflet is available in other languages and can also be made available upon request in Braille, audio or large print. Please contact **0333 999 2586** to request a copy. Copies of all documents and information can be found at www.buckinghamshire-music.nhs.uk

NHS Buckinghamshire Musculoskeletal Integrated Care Service (MusIC)

Unit 2

The Merlin Centre

Cressex Business Park

Lancaster Road

High Wycombe

HP12 3QL

Tel: **0333 999 2586**

Fax: **0333 999 2594**

E-mail: cuk.bucks-music@nhs.net

www.buckinghamshire-music.nhs.uk