

The Knee and Hip Service

Your GP or health professional has requested a further opinion about your knee or hip condition. Your referral has been reviewed by a specialist and you are to be seen in the Knee and Hip Service. This leaflet provides you with information about how your care will be managed within the service.

What is the Knee and Hip Service?

The Knee and Hip Service forms part of a range of services provided through the Sussex MSK Partnership. It is a service provided by clinicians, such as Physiotherapists, with specialist knowledge and skills in caring for patients with knee & hip conditions called Extended Scope Practitioners. The aim of the service is to provide patients with a high quality knee and hip service that is based in a community setting, such as a GP surgery.

How does the Knee and Hip Service benefit patients?

We aim to offer you an appointment within four weeks following the referral from your GP or health professional. You will be seen by an experienced, specialist clinician and will have an appointment giving you time to discuss your condition and treatment with your clinician.

Where are the Knee and Hip Service clinics located?

Clinics are based at the following locations:

Brighton and Hove: County Oak Medical Centre in Hollingbury, Hove Polyclinic in Hove and Ship Street Surgery in central Brighton.

Crawley: Crawley Hospital

Horsham and Mid-Sussex: Horsham Hospital

How can the MSK team help?

You can contact your MSK Team for assistance with your referral, including:

- Queries regarding your referral or appointment. Please contact the MSK Team on and not the GP surgery where your appointment is held.
- Information about clinic access, including details on transport links and parking arrangements and to request a map. All clinics sites used by the Knee and Hip service have disability access.
- Questions about the information contained within this leaflet or about the service; or for advice about your care or treatment after your appointment, including test results.

Information about changing your appointment is detailed on your appointment letter. Please note that we aim to offer choice for all clinic appointments; however there are some conditions which can only be seen at certain clinics.

If you require urgent medical advice, please contact your own GP directly.

What should I bring with me to my appointment?

Please bring information of any medications that you are currently taking to your appointment. This information will assist the clinician in their assessment and treatment of your condition. If you have had investigations in the past, such as MRI scans or x-rays, at private or non-NHS organisations, please bring the report and scans with you to your appointment. If you have had a scan taken from an NHS hospital outside of Brighton & Sussex University

Contacting your MSK Team

Brighton and Hove

Tel: 0300 303 8063

Fax: 01273 560 293

Email: brighton.mskpartnership@nhs.net

Crawley

Tel: 01293 600 300 (ext. 4131)

Fax: 01293 600 323

Email: crawley.mskpartnership@nhs.net

Horsham and Mid-Sussex

Tel: 01273 265 990

Fax: 01403 227 008

Email: midsussex.mskpartnership@nhs.net

Hospitals or Surrey and Sussex Healthcare NHS Trust, please contact your MSK Team in order for us to request the documents before your appointment

What can I expect to happen in my appointment?

Your first appointment is for up to 30 minutes. Your clinician will discuss your history and symptoms with you, examine your condition and will explain any treatment options including the risks and benefits of treatment. The clinician may use some equipment to assess your condition; this is not invasive and your clinician will describe this to you in your appointment.

You will undergo a full assessment, which may require you to undress to your underwear. You can bring someone with you to your appointment, or a chaperone can be provided on request. Please inform your clinician, at any stage during your examination, if you would like a chaperone to be present. You can also let us know by contacting the Knee & Hip Service team before your appointment.

If you have any gym shorts or similar please bring them with you to wear during the examination. Please be aware that a male or female clinician will be examining you. Should you wish to be seen by a member of the same sex please ring 0300 303 8063 to ensure that we are aware of this and can reschedule your appointment appropriately.

Our service provides valuable teaching opportunities and works closely with the Brighton & Sussex Medical School; this means that in some clinics medical students may be present. Your clinician will discuss this with you in your appointment. If you do not wish medical students to be present in your consultation please let the clinician know in your appointment.

What will happen after my appointment?

After your appointment you may be:

- Asked to return to the Knee and Hip Service clinic for a follow up appointment, or be booked in for a telephone follow up consultation.
- Sent for a diagnostic test. If you are, the clinician will provide you with an information leaflet on this in clinic.
- Discharged back to your GP who will receive advice on how to manage your condition.
- Referred to a hospital of your choice or another health care provider if further advice or treatment is required.

What you can expect from our service?

Whenever you have contact with the Sussex MSK Partnership, you will be treated fairly, regardless of race, sexuality, disability, age, gender or religion. We will work with you and involve you in decisions about your care. We take the safety of all patients using our services seriously and are committed to ensuring that all patients feel safe.

Give us feedback

We aim to provide a high quality service and we would value your feedback. To send us a compliment, complaint, concern or suggestion please contact:

Sussex MSK Partnership
4th Floor, 177 Preston Road,
Brighton, BN1 6AG

Tel: 0300 303 8063

sussex.mskpartnership@nhs.net

We are keen to work with our patients on an ongoing basis to help us improve our services.

We would appreciate it if you could complete a short survey about your experience within our service, at:

www.research.net/s/BICS-MSK

You can also take part by joining our Patient Group. There are plenty of ways to participate in this and involvement doesn't require a big commitment on your part. If you would like to get involved or to find out more, please call Gary O'Connell on 0300 303 8063 and ask to speak to or email

sussex.mskpartnership@nhs.net

You can also contact Healthwatch, who can advise you about the NHS complaints process and where to get specialist advice of independent advocacy.

Brighton

Tel: 01273 234040

help@healthwatchbrightonandhove.co.uk

Crawley & Horsham and Mid-Sussex

Tel: 0300 012 0122

helpdesk@healthwatchwestsussex.co.uk