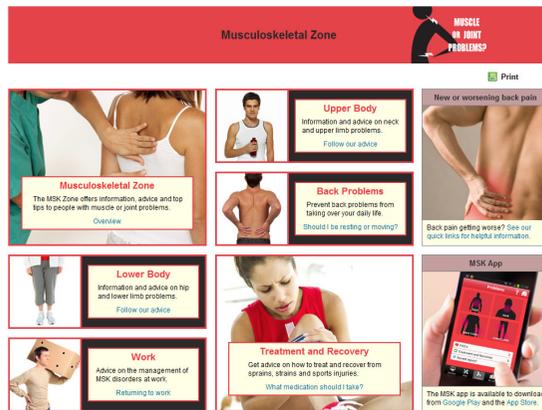


Q. Why am I being advised to look at information on a website or TV?

The information has been developed with the input of patients and clinical experts. It offers a range of advice on how to cope if you have muscle, back or joint problems, including exercise videos to help you to get moving again, advice on medication, work and sports. The address you will need for the website is www.nhsinform.co.uk/msk



Q. What if I don't have access to the internet from home?

- Could you access the website with the help of family or friends.
- If you are still unable to access this information then let us know when you call
- Download our 'MSK Help' App

Q. What's different about the new phone service?

It means you have speedy access to find out if you need to see a healthcare professional. It also means you have key information and advice about how to help your problem when previously you would have had to wait until you saw a healthcare professional to access this.



Often people do not need to see a healthcare professional if they follow the best advice.

If you do need to be referred to a healthcare professional we will arrange this for you but please be advised waiting times vary from place to place.

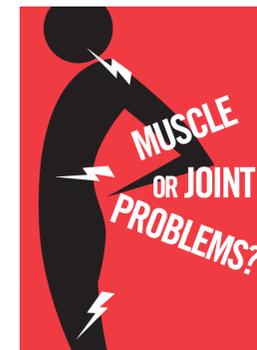
Q. What happened before this new phone line?

Your doctor would have referred you to your local service or in some areas, people could refer themselves directly. Often there was a wait to see a healthcare professional, which meant you would have a delay in getting the right information that helps you to help yourself on the road to recovery.

Muscle, back or joint problems?

Why call 0800 917 9390 ?

Frequently asked questions



- Do you have a muscle or joint problem?
- Is it interfering with your life or your work?
- Do you want to know how you can help yourself?
- Not sure if you need to see a healthcare professional?
- Are you aged 16 or over?

Q. Why phone 0800 917 9390 ?

This is service. It aims to point you in the right direction if you have a problem with your joints, muscles or back. This is not a physiotherapy appointment line

The lines are open **9am - 5pm Monday to Friday** (but not Public Holidays).

Q. Why has my doctor suggested I call this number?

Your doctor thinks you may benefit from some key information and advice to help with your problem or by possibly a referral to a healthcare professional if you need it (for example a physiotherapist, podiatrist or other musculoskeletal specialist). **Please note, this service is not for people who need a home visit, which should be arranged by your doctor.**

Q. What will happen when I call 0800 917 9390

You will speak to a trained call operator and be asked a series of questions normally lasting less than 10 minutes. The questions have been carefully prepared by healthcare professionals with specialist knowledge of these types of problems.



Q. Why are there so many questions?

You might think some questions seem unrelated to your problem, but for your safety, we ask everybody the same questions.

Q. What happens at the end of the call?

Every caller will be directed to key information, videos and exercise tips to help you to get back to normal. In addition, depending on the replies given, a caller may also be offered a referral for a face-to-face treatment with to their local healthcare professional

Q. Why isn't everyone offered face-to -face treatment?

Many muscle, back or joint problems settle in about six weeks especially if you follow good advice.

Q. I am better and feel I don't need my appointment anymore. Who do I contact?

Please call the number above to let them know that you no longer need the appointment.

Q. I called and followed the advice given but I'm not getting better. What else can I do?

If you have followed the key advice and information for **2 weeks** and nothing has changed then call us back on **0800 917 9390**

Q. What will happen if I am referred to my local service?

Your details are sent electronically and arrive immediately at your local service. They will contact you as soon as they can to let you know about your appointment.

Q. I haven't heard about my appointment. Who do I contact?

If you're told that your details will be sent to your local service there is no need to contact them about an appointment. They will contact you as soon as they can.

Waiting times vary, but if you've not heard after 10 weeks contact your local service

Local details here

Q. How much will calls cost?

Calls to 0800 numbers are free of charge