



Pennine  
**MSK**

part of **vita** health group

# Patient Information Booklet

## Patient information

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



# What is Pennine MSK Partnership?

Pennine MSK Partnership is a service commissioned by Greater Manchester Integrated Care Partnership for patients registered with an Oldham GP.

Our multidisciplinary team consists of a wide range of specialist clinicians including; Rheumatology Consultants, Orthopaedic Consultants, GP's, Nurse Consultants, Pain Specialists, Clinical Specialist Physiotherapists and Podiatrists, Rheumatology Nurse Specialists, Occupational Therapists and Pharmacists. 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, and Oldham Town Centre with a choice of appointment times throughout the day including evenings and some weekends.

## Your appointment

At your initial appointment your clinician will talk to you about your condition and will examine you. You may be asked to remove items of clothing to aid assessment (within what you are comfortable with), it is therefore advisable to wear sensible underwear. If you wish, you may ask for a chaperone to be present in the clinic room and your clinician can arrange this. On the rare occasion when we cannot provide a chaperone immediately we will rearrange your appointment for another time and ensure a chaperone is made available.

## Cancelling or rearranging your appointment

We require a minimum of 48 hours notice to cancel or rearrange an **appointment**. If you cannot keep your appointment please contact us on 0161 357 5270 (option 3).

**Failure to do so may result in you being discharged from the service.**

- Please arrive promptly for your appointment. Late arrival to clinic may result in your appointment being rescheduled for another date.
- On arrival report to reception and you will be seen as soon as possible.
- Please bring a list of any medications/topical lotions or ointments you currently use with you to your appointment.

## Text reminder service

We offer a text appointment reminder service and would be grateful if you could provide us with your mobile number.

## Interpreter services

If your understanding of English is limited we can arrange for an interpreter to be present. Please notify us at least 48 hours before your appointment if you require this service, specifying which language you require.

## Transport

To see if you are eligible for transport please telephone North West Ambulance Service on 0800 032 3240 with your NHS Number and details of your appointment time and location. You will be asked a number of questions to assess if you have a medical need for transport.

## Your feedback

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

## 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 (option 3) or by email: [info@pmskp.org](mailto:info@pmskp.org) and we will be only too happy to help.

## Important information

It may be possible to treat your problem with injection therapy on the same day. If this is appropriate you will be required to wait 30 minutes after the injection and you may wish to be accompanied. Following this **you will need to rest the affected joint for 48 hours** so you may be unable to drive, please therefore arrange alternative transport.

Sarah Vranjkovic,  
Partnership Liaison Officer  
Pennine MSK Partnership Ltd  
Integrated Care Centre  
New Radcliffe Street Oldham, OL1 1NL  
0161 357 5270 (option 3).

Please keep this booklet in a safe place for future reference





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## 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.

## Let us know

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

Scan the QR  
code for more  
information  
on our services



## Information sharing

To enable safe, effective care for our patients it will be necessary for us to share certain information about you between the three providers who are managing this integrated pathway.

If you have any concerns regarding this please speak to your health care professional.

**If you have any questions regarding the service, please contact Pennine MSK Partnership Ltd**



[www.pmskp.org](http://www.pmskp.org)



0161 357 5270 (option 3)



[info@pmskp.org](mailto:info@pmskp.org)

