



New "Direct Access" NHS Physiotherapy Assessment and Advice Service **North Monmouthshire**

You are now able to access physiotherapy assessment directly rather than first seeing your GP if you have a **musculoskeletal problem**. From this brief assessment the physiotherapist will identify if you:

- need to be placed on the waiting list for full physiotherapy assessment and treatment
- need to see your GP for further investigation or referral to another health care team
- can be given advice and exercises to manage by yourself

This is a service for **adults*** who:

- have a muscle or joint problem (for example, neck or back pain, shoulder or knee problems, "tennis elbow" or ankle sprain)
- who are able to attend outpatient physiotherapy
- are registered with a North Monmouthshire GP practice (see list of eligible practices at the back of this leaflet)

**people aged 16-18 are able to attend under specific guidelines – see page 2*

This new "drop-in" service will run in the following physiotherapy departments:

Nevill Hall Hospital

8.30-11.30 - Tuesday, Wednesday and Friday

Brecon Road, Abergavenny, NP7 7EG

Monnow Vale Health and Social Care Facility

8.30-9.30 - Tuesday and Wednesday

Drybridge Park, Monmouth, NP25 5BL

How do the direct access drop in sessions work?

- You will be seen on a "first come first served" basis
- If we reach maximum capacity you will need to come back on another day or visit your GP
- No phone appointments are possible, you need to attend in person

You will need to complete a self referral form in the waiting room. This form asks specific questions about:

- Your problem and what makes it better or worse
- Your past medical history
- Your current medication – please bring details of any medication you take

If you do not feel comfortable to do this yourself, please bring someone who can help you or visit your GP instead to obtain a physiotherapy referral. The staff will not be able to help you complete the form.

You will have a brief assessment by a physiotherapist.

A referral from your **GP** or **hospital consultant** will still be required for physiotherapy assessment if:

- you are between 16-18 years old and under the care of a hospital consultant. If you are between 16 and 18 years of age and are not under the care of a hospital consultant, please attend your appointment with a parent or person with parental responsibility
- you require a visit to your home
- you require physiotherapy treatment due to problems with breathing
- you require physiotherapy treatment due to a neurological problem e.g. following a diagnosis of Parkinson's disease or multiple sclerosis
- you have a complex background to your condition i.e. if you have multiple symptoms or have been diagnosed with persistent or chronic pain
- you are unable to supply information about your own health.

Please see your GP for assessment if your condition is related to:

- problems with going to the toilet to pass urine or not getting to the toilet in time
- any numbness between your legs or around your bottom that is linked to back pain and is a new symptom
- unexplained weight loss
- multiple joint problems

or

- if you have had previous physiotherapy for the same condition with little or no improvement
- if you require supply or replacement of wrist splints and collars
- if you require provision of reports for insurance, assessment of disability benefits or fit note

GP Practices in North Monmouthshire:

Hereford Road Surgery, Abergavenny
Tudor Gate Surgery, Abergavenny
Old Station Surgery, Abergavenny
Castle Gate Practice, Monmouth and Raglan
Dixton Road Surgery, Monmouth
The Surgery, James House, Usk
The Medical Centre, Monmouth House, Usk