



**Information for patients about the Physiotherapy Telephone Service**  
**This is your physiotherapy referral**

Patient NHS No.....

**URGENT? YES / NO**

Your GP has referred you for the following reason: .....

.....

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**How and when do I contact the service?**

**Call between: Monday – Friday 9am – 5pm, Tel: 01743 454912**

**What is this service about?**

This is a telephone service that has been set up to provide early advice and management for adults with back / neck / joint problems, or following injuries. It is the route through which you may access your Physiotherapy Service.

**Who will I speak to?**

1. A Call Handler will take your details and arrange a time within the next few days for the Physiotherapist to call you. **PLEASE MAKE A NOTE OF THE ARRANGED DATE/TIME AND ENSURE YOU ARE AVAILABLE.**
2. Within the arranged time-frame, a **Chartered Physiotherapist** based at Shropshire Doctors Cooperative will call you back to perform a telephone assessment.

**What will happen when the Physiotherapist phones back?**

You will be asked a number of questions by the Physiotherapist in order to fully assess the problem. You might be asked to try some movements. **PLEASE HAVE A LIST OF YOUR CURRENT MEDICATION TO HAND.**

**How long will the phone call take?**

The length of the telephone call may vary, and may take up to 10 – 15 minutes.

**You will be asked questions about:**

- Your problem and how it is affecting your daily life
- Your current medication
- Any other medical problems
- The Physiotherapist will then discuss with you the most appropriate way of managing this problem. This may include one or more of the following:
- Advice and appropriate exercises which will be sent to you in the post
- Referral for further assessment with the Physiotherapy Service in your local area.

At the end of the phone call you will be given the contact details for the Physiotherapist you spoke to. If you are not getting any better with the advice given, or if you have any concerns, please do not hesitate to contact the telephone service again.

**What can I do to help myself in the meantime?**

**Keeping Active**

Research has shown that resting for more than a day or so does not help and may actually prolong pain and disability. You may need to modify your activities initially, but the sooner you get back to doing them again, the sooner you will feel better.

Changing your position or activity frequently throughout the day will help to prevent and reduce stiffness. Try to keep yourself active and build up your general activity gradually.

**Painkillers**

If you have been prescribed painkillers, these may help you to return to normal activities. ‘Over the counter’ painkillers can also be helpful; a pharmacist will be able to advise you on the appropriate tablets.