

Confidentiality

All our staff abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be an exception to this, for example to support a clinical audit or to monitor the quality of the care provided. If necessary, we will discuss this with you beforehand.

Would you like to help plan healthcare in Oxfordshire?

You can tell us about your experiences of healthcare, help us with projects or attend regular planning meetings. If you are interested in doing this please contact our Patient Engagement Team on cscsu.talkinghealth@nhs.net

We value your comments

If you have any suggestions or comments on the service provided by the Assessment Service, please contact the Patient Advice and Liaison Service (PALS).

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, PALS should also be able to help you.

Tel: 01865 738126 (Monday to Friday 9am to 4pm)

Email: palsnoc@ouh.nhs.uk

Post: PALS Office, Nuffield Orthopaedic Centre, Windmill Road, Headington, Oxford OX3 7HE

The Oxfordshire Musculoskeletal Hub



What is it?

The Oxfordshire Musculoskeletal (MSK) Hub is a service which has been set up to help you get the most appropriate treatment in the shortest time possible. It is run by the Oxford University Hospitals NHS Trust.

The benefits are:

- Faster access to the right assessment, tests and treatment
- Treatment by the correct specialist
- Shorter waiting times for hospital treatment if required
- Faster access to tests you may need before you see the specialist, to speed up your access to treatment
- Referral straight to physiotherapy or podiatry

Clinicians from the MSK Hub will look at the information sent in by your GP and consider the best type of treatment. MSK Hub Administrators will then act on this advice and arrange the next stage in your care. They will inform your GP of any decisions and make the referral you need.

How does it work?

Your GP will send your details to the MSK Hub. Experts in musculoskeletal problems will look at your referral and decide what the best treatment for you is.

The kinds of treatment or appointment you could be offered are:

- An appointment for an in-depth assessment with our clinical team (known as a Face-to-Face clinic)
- An appointment directly with a Consultant or member of his/her team at a hospital of your choice
- A referral to a physiotherapist or podiatrist
- Advice to your GP on how to manage your condition

Attending a Face to Face clinic

If you are offered an appointment with a specialist at the Face-to-Face clinic, MSK Hub admin will telephone you to arrange a convenient time and date for you to be seen in an appropriate location. We currently have clinics in Banbury, Bicester, Witney, Wantage and Oxford.

MSK Hub admin will also post this appointment to you with details of what to do if you need to change your appointment.

During the appointment a specialist clinician will talk with you, listen, assess your problem and discuss with you what should happen next. If appropriate, you may also receive treatment such as a steroid injection.

Hospital appointments

You may be referred directly to see a Consultant or member of his/her team at an appropriate hospital of your choice. If this happens we will give you an information sheet explaining how to book this appointment. We will also give you a list of hospitals with appropriate facilities for your condition within twenty miles of your home address to help you to choose.

Other services

If the MSK Hub refers you on to any other service such as physiotherapy, podiatry or pain rehabilitation services you will hear from that service directly usually by letter.

Please note: If staff cannot get hold of you by phone, they will leave a message and telephone number for you to call back or will write to you.

What to do if no-one contacts you within 10 working days

Please call MSK Hub admin on the following number between 8:30am and 5:00pm.

01865 738029

One of our advisors will be able to help you with any questions you may have about what is happening to your referral.