The Oxfordshire Musculoskeletal Hub
This leaflet is about the Oxfordshire Musculoskeletal Hub.
This leaflet is about the Oxfordshire Musculoskeletal Hub. It will tell you:
• What it is
• How it works
• What you can expect.
What does musculoskeletal mean?

Musculoskeletal is a term for conditions affecting the muscles, joints and sometimes the nerves. NHS clinicians involved in diagnosing and treating musculoskeletal conditions include physiotherapists, sports medicine consultants, podiatrists, GPs, rheumatologists and specialist medical staff.

What is the Oxfordshire Musculoskeletal Hub?

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

**The benefits of the Hub 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 the tests you may need before you see the specialist, to speed up your access to treatment.
- Referral straight into physiotherapy or podiatry.

Musculoskeletal clinicians will look at the information sent by your GP and consider the best type of treatment. Administrators from the Hub will then discuss the next step recommended by the clinician with you on the telephone. They will make the referral you need. For more detailed information on how the process works please see the ‘How does it work?’ section on the next page.
How does it work?

1. Your GP will talk with you about which hospital (in or outside Oxfordshire) you would like to be treated by.

2. Your GP will send the Hub all your information as a ‘referral’ and either:
   • arrange for the Hub to contact you
   • ask the doctors surgery receptionist to arrange a contact date
   • give you details so you can contact the ‘Choose and Book’ appointment booking service by phone or internet. You will be able to arrange a time when the Hub can contact you to discuss the outcome of your referral.

3. The clinicians at the Hub will then look at your information.

4. The Hub advisors will call you either on the date you have requested or within three working days of receiving your referral. (If you do not hear from them within this time please call 01865 738 029). During this phone call they will discuss the next step. This may be:
   • An assessment appointment at hospital outpatients.
   • An assessment appointment at the Hub’s Face to Face Clinic.
   • A referral to a physiotherapist or podiatrist.
   • Recommendations and further management with your GP.

If you choose to have further recommended treatment at a hospital/service outside of Oxfordshire, the Hub will refer you to this hospital/service who will then manage your treatment.

5. The Hub can arrange specialist appointments or refer you on to the appropriate services you need. They will write to you and your GP with the details.

Please note: If the Hub staff cannot reach you by phone, they will leave a message and a telephone number for you to call back, or will write to you.
Attending a Face to Face Clinic at the Hub

If you are offered an appointment with a specialist at the Hub’s Face to Face Clinic you will receive a confirmation letter giving the date, time and place of your appointment. It will also tell you what to do if you can’t attend the 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.

The Face to Face Clinics are held at the Nuffield Orthopaedic Centre in Headington and also in Witney, Abingdon, Bicester, and Banbury.

Not everyone will have an appointment at the Hub’s Face to Face Clinic. Some people may be referred to hospital outpatients, a physiotherapist, podiatrist, or for further management with their GP.

What to do if you are not contacted by the Hub or do not receive a date for an appointment

If you experience these problems please contact the Hub directly.

Tel: 01865 738 029

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 exceptions to this, for example to support a clinical audit or to monitor the quality of 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 Hub, please contact the Patient Advice and Liaison Service (PALS).

Patient Advisors can also help answer any questions about your healthcare, such as where you are going to have your treatment and how to get there. They can explain how the process works because they are people like you, who have experienced and used the service themselves.

Tel: 01865 738 126 (Monday to Friday, 9am to 4pm)
Email: palsnoc@ouh.nhs.uk
Post: PALS Office, Nuffield Orthopaedic Centre, Windmill Rd, Headington, Oxford OX3 7HE
If you need an interpreter or need a document in another language, large print, Braille or audio version, please call 01865 221473 or email PALSJR@ouh.nhs.uk

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