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# North Tyneside Integrated Musculoskeletal Service

Issued by Northumbria Healthcare

## About the service

North Tyneside Integrated Musculoskeletal Service (NTIMS) is a community based service developed to help patients with musculoskeletal problems manage their condition in the most effective way. The types of conditions treated in this service are spinal pain, joint and soft tissue problems. Practitioners within the service will identify the most appropriate care for your condition - this could be musculoskeletal physiotherapy or assessment by a specialist clinician (GP or Specialist Physiotherapist).

Your GP will refer you into the service if they feel it will be of benefit to you. You must be registered with a North Tyneside GP and be over 18 years old to access this service.

## Your referral

When we receive your referral from your GP our clinicians will make a treatment decision based on the information received. We will contact you by letter and ask you to call the service to arrange an appointment. If your referral has been accepted you will be allocated an appointment with a designated clinician at the most appropriate clinic for your condition.

## Your appointment

We aim to offer you an appointment within 15 working days after you have contacted the service.

## Who will you see, and where?

If it is felt appropriate you can be seen by one of our musculoskeletal physiotherapists at a clinic held at one of the GP surgeries from which the service runs. There are several surgeries which offer this service across North Tyneside, but this may not necessarily be at your own GP surgery.

If we feel that you need a more specialist assessment, or we need to carry out diagnostic tests, you may be asked to attend North Tyneside General Hospital, where you could be seen by a Specialist Physiotherapist or a General Practitioner with Special Interests. This will ensure that most routine investigations, e.g. x-ray or blood tests can be carried out in one visit.

## **What to bring with you for your appointment**

If you take any regular medication it may be useful to bring a current list of medications and advise your clinician of any allergies you might have.

## **What to wear for an appointment**

During your assessment we may need to carry out a physical examination and also ask you to carry out certain movements which will help us understand the cause of your problem. It would help if you wear loose, comfortable clothing during your appointment.

## **Cancelling an appointment**

If you need to cancel your appointment please call us on 0191 203 1331.

You can contact the service Monday – Friday, 8:30am – 5pm.

## Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**.

## Other sources of information

**NHS Direct 111**

**NHS Choices**

[www.nhs.uk/pages/homepage.aspx](http://www.nhs.uk/pages/homepage.aspx)

**NICE (National Institute for Health and Clinical Excellence)**

[www.nice.org.uk](http://www.nice.org.uk)

**Patient Advice and Liaison Service (PALS)**

Freephone: **0800 032 0202**

Text: **01670 511098**

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

**Northumbria Healthcare NHS Foundation Trust**

General Enquiries **03 44 811 8111**

[www.northumbria.nhs.uk](http://www.northumbria.nhs.uk)

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