

MSK Physiotherapy Community Appointment Day



Patient Information

Welcome to the Community appointment day (CAD)

This guide is for you to take away and will be your record of your appointment with us. You can make notes to remember who you have spoken to, and your thoughts and plans from the appointment.



The Community Appointment Day is an opportunity for us to work together to understand what the best options for you would be and to help guide you to accessing those options. You will have the opportunity to talk to a variety of services and these plus others are listed within this guide. We would like to improve how we are offering our services, so we would be grateful for your feedback on how you find this service. There will be a short survey you can complete before you leave.

What happens at the CAD

We will greet you and ask you to fill out a short, health-based questionnaire. This will help us to identify your needs and direct your care to the most appropriate person. You will have a conversation with a member of the musculoskeletal (MSK) physiotherapy team. They will discuss what matters most to you and explore options for managing your concerns.

Before you have this conversation, it can be useful to try and think about your answers to the following questions:

- What do I feel I need from today?
- What do I think my main issue/s are?
- Have I spoken to anyone else or done any reading around what my issue/s could be?
- Have I tried anything else to help? How successful has this been?

<p>Working in partnership Great Western Hospitals NHS Foundation Trust Royal United Hospitals Bath NHS Foundation Trust Salisbury NHS Foundation Trust</p>	<p>Follow Wiltshire Health and Care on social media:  @WiltsHC_NHS  Wiltshire Health and Care www.wiltshirehealthandcare.nhs.uk</p>
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Plan from Initial Conversation

Aim/goal	Plan

Today I would like to talk to. (See back of this guide for details)	Seen Y/N

Other information of use to me

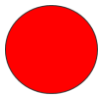
General advice for managing pain and musculoskeletal issues.

Be positive! There are many things you can do yourself to help manage your symptoms. It is important to **keep moving your joints** within comfortable limits. This will stop your them becoming stiff and keep the muscles strong. Gentle movement may also help to ease the pain.

Aim to keep physically active. General exercise will help your recovery so try to keep going with other activities that you enjoy to keep fit. If you don't already exercise regularly, try to build something in – a 20 minute walk every other day for example.

Continue with work and leisure activities where possible. However, you may need to **modify or avoid activities** that cause a significant increase in your pain such as prolonged repetitive activity.

Pacing your activities can be helpful to avoid aggravating your pain. Use the **'traffic light system'** to plan and prioritise your activities through the week



Red activities are activities that always cause pain



Amber activities can cause pain on a bad day or if you do them repetitively



Green activities are easy to do and cause little or no problems

'Red' activities can sometimes be broken down into smaller tasks to make them less problematic. Consider spreading activities out during the week to avoid too many red activities in one day.

Either **heat or cold** can be used to help pain. Use frozen peas wrapped in a damp tea towel for up to 15 minutes, or alternatively try a hot water bottle in a cover. Use whatever gets best results for you. Make sure to regularly check your skin to avoid skin damage.

You may be prescribed **simple pain relief or anti-inflammatory medication**, take this as prescribed until the pain settles. An alternative is to use a topical anti-inflammatory gel, which your GP or Pharmacist can advise you on.

Losing weight may be helpful if you have a high BMI. Speak to your GP or another Health Professional if you would like help and advice with this, or follow the link provided at the end of this leaflet. The following tool will help you to work out your BMI; <https://www.nhs.uk/live-well/healthy-weight/bmi-calculator/>

How do I get the most benefit from doing exercises?

Doing the right exercises can often help to reduce pain and increase function. You should start gently to avoid aggravating your pain. A small increase in pain while exercising is okay as long as it goes away within 30 minutes and is not worse the next day. If you do get an increase in pain, follow the advice below for making things easier. Even if you only see slight improvements, try to keep doing regular exercises. Often it can take a few months to get a significant improvement in your pain and function.

- Build the exercises into your daily routine so you can do them regularly.
- Find time when you are not under pressure and can give the exercises your full attention.
- Try to do your exercises between 3 & 4 times per week unless advised otherwise
- Your physiotherapist can highlight which exercises are the best for you to try.
- Start with 1 or 2 exercises and gradually build up to doing more.
- It helps to keep an exercise diary to record how many repetitions you have done and see how you are progressing.

How do I know when to make things harder or easier?

When to make it easier?

→ If you find it too difficult. If your pain is worsening. If you lose good technique/control of the movement.

How to make it easier?

→ Reduce the load. Reduce the repetitions. Reduce the depth/angle of the movement(s).

When to maintain?

→ If you have only recently progressed. If you feel the exercises are still a challenge, but your pain does not worsen.

How to maintain?

→ Continue working at the same level for a bit longer

When to progress?

→ If you find your exercises easy. If you can complete your whole program without challenge. If you do not have any flare ups.

How to progress?

→ Increase the weight and/or increase the repetitions.

Managing flare ups of pain

A flare up is a temporary increase in symptoms. This doesn't usually mean you have caused any damage (unless there has been a trauma, such as a fall). A flare up can be caused by over or underactivity, illness, fatigue, or stress. Often there is no clear reason for a flare up and it will usually settle within a few days. If this happens there are a few steps, you can take to help:

- Have a short period of **relative rest**. Reduce your exercises/ activity but regularly move your affected joint to prevent stiffness.
- **Review your medication** and increase for a few days if needed. Your GP or Pharmacist will be able to help guide this.
- Try using **heat** or **ice** as discussed previously in this leaflet.
- Gradually **return to normal activities** as the pain settles.

Managing worsening symptoms

If you feel your pain is worsening, firstly try following the advice for managing flare ups. If it continues to get worse, then you may need to seek further advice (see next section). If you have a sudden increase in pain or develop new symptoms please seek advice from a health care professional.

What do I do if I feel I need more input from physiotherapy?

If you were placed on a PIFU (patient initiated follow up) and this is still within the date you were given, you can book another physiotherapy appointment. If you have been discharged by physiotherapy then you can seek advice from your GP or complete a self referral to physiotherapy.

<https://wiltshirehealthandcare.nhs.uk/services/physiotherapy/physiotherapy-overview/>

Physical activity for adults and older adults

Benefits health	Reduces your chance of	Type II Diabetes	-40%
Improves sleep		Cardiovascular disease	-35%
Maintains healthy weight		Falls, depression etc.	-30%
Manages stress		Joint and back pain	-25%
Improves quality of life		Cancers (colon and breast)	-20%

Some is good, more is better Make a start today: it's never too late Every minute counts

Be active

at least **150** minutes moderate intensity per week
increased breathing able to talk

OR

at least **75** minutes vigorous intensity per week
breathing fast difficulty talking

or a combination of both

Build strength
to keep muscles, bones and joints strong

on at least **2** days a week

Gym Carry heavy bags Yoga Stairs Run Sport

Minimise sedentary time

Break up periods of inactivity

Improve balance
2 days a week

For older adults, to reduce the chance of frailty and falls

Dance

Local community services

The Wiltshire Health and Care website **Physiotherapy** page includes links and information on managing a variety of conditions. You will also find a link to self-refer to physiotherapy should you need us in the future.

<https://wiltshirehealthandcare.nhs.uk/services/physiotherapy/>

Active Wiltshire has many options available to increase physical activity levels, whether within a **gym/leisure centre-based environment** or with **free walking groups**. There is also often the option of referral through the **Active Health Team** who will work with you to provide a programme and help you achieve your goals. More information can be found here.

<https://adults.wiltshire.gov.uk/Services/272/Active-Wiltshire-inf>

Healthy weight 4 life is a Wiltshire Council service providing support locally to help you achieve and maintain a healthy weight.

<http://www.wiltshire.gov.uk/public-health-weight>

Health Improvement Coaches work on a one-to-one basis to support behaviour change and improve health. They concentrate on behaviours associated with ill health including unhealthy eating, stopping or reduce smoking, sensible drinking, increasing physical activity, building confidence and motivation to change, and boosting self-esteem, they also signpost and support clients to access other services and activities where appropriate.

<https://www.wiltshire.gov.uk/public-health-improvement-coaches>

Wiltshire Health and Care Community Teams provide holistic care to patients, carers and families within the community setting. The Team is multi-disciplinary including nurses, physiotherapists, occupational therapists, support workers. They support people who are housebound, or whose condition means that they need nursing or therapy at home.

<https://wiltshirehealthandcare.nhs.uk/services/community-teams/>

Wiltshire Continence Service provide specialist clinical assessment, advice and treatment plans for adults with bladder, bowel or pelvic floor dysfunction and also continence issues.

<https://wiltshirehealthandcare.nhs.uk/services/continence/>

Carer Support Wiltshire is a registered charity that supports all unpaid carers, from 5 years upwards, in Wiltshire. We help carers to access services, information, education and training, respite, and breaks from their caring role. We ensure carers have a voice and we work with health and social care professionals and employers to raise carer awareness and develop best practice.

<https://carersupportwiltshire.co.uk/>

Mental Health Support

NHS Wiltshire Talking Therapies aim to help you manage a range of common mental health problems including anxiety, stress, depression and low mood. Find out more at the following website or call 01380 731335
awp.wiltshiretalkingtherapies@nhs.net

Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.

www.mind.org.uk

Condition specific support

Versus Arthritis provide advice and support for people with many different types of arthritis and related conditions including including osteoarthritis, rheumatoid arthritis, fibromyalgia, psoriatic arthritis and gout.

www.versusarthritis.org

FMA UK was established in order to provide information and support to those affected by fibromyalgia and their families. In addition, the charity provides medical information for professionals and operates a national helpline.

www.fmauk.org

Other charitable organisations

Age UK offers advice and support for older people.

www.ageuk.org.uk

Equipment and mobility aids

If you need a particular mobility aid this can often be ordered through the MSK Physiotherapy team. Alternatively, your GP can refer you to the WH&C Community Therapists, or to social services for an Occupational Therapy assessment.

If you wish to purchase some equipment for your own use, mobility shops stock a wide range of mobility scooters, living aids, wheelchairs, walking aids and dining aids. These are all designed to make life simpler for those who suffer minor or severe disabilities. Two options available locally are;

Inspire Mobility (Salisbury) <https://inspiremobility.co.uk/>

Life & Mobility Solutions (Melksham & Warminster) <https://lifeandmobility.co.uk/>

Safeguarding

Wiltshire Health and Care (WHC) are committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, including victims and survivors of domestic abuse. We expect all WHC staff to share this commitment and promote safeguarding by implementing WHC policies and procedures, act promptly on concerns and share information appropriately.

If you or your carer have any concerns regarding a child or adult's safety, please phone Wiltshire Safeguarding Team on 0300 456 0111 (Adult) or 0300 456 0108 (Child) (9am – 5pm Monday - Friday) or please call 999 if you feel they are in immediate danger.

Patient Advice and Liaison Service (PALS)

If you have any questions, or concerns, suggestions or compliments about our service, please speak to a member of staff.

This information sheet is available in other languages and formats. If you would like a copy, please contact us on 0300 123 7797 and whc.pals@nhs.net

Patient and Public Involvement

We value your opinions which will help us to further develop our services.

If you wish to provide feedback or get involved in our patient participation groups, please email the Patient and Public Involvement Officer at ask.wiltshirehealthandcare@nhs.net or telephone 01249 454386. Please scan the QR code below to access the Friends and Family Test survey.

