

# Your musculoskeletal outpatient physiotherapy appointment- West Lothian

## Information for patients



You have been referred to Musculoskeletal (MSK) physiotherapy.

### **What will happen at my first appointment?**

Your first appointment may last 60 minutes. A physical examination may be undertaken so that your physiotherapist can give you the most suitable advice. You will be able to talk to your physiotherapist about your referral and your treatment options. This may include:

- Advice
- Self-management
- Education
- Exercise therapy.

### **Type of appointment**

At the time of booking you may be offered:

#### **1. Appointment by telephone**

The physiotherapist will call you.

- Please check that we have the correct telephone number for you
- Make sure your telephone number can take withheld numbers
- Do not drive at the time of your appointment.

#### **2. Appointment by video call (NHS Near me)**

To make a video call you will need:

- A device for making a video call e.g. Smartphone, tablet, or computer with a webcam and speaker (often built into laptops)
- A reliable internet connection (wired Wi-Fi or mobile data). If you can watch a video online, you should be able to make a video call
- A private, well-lit area for your consultation, where you will not be disturbed
- The latest version of Chrome, Safari, or Edge installed on your video calling device
- You will receive an information leaflet with instructions on how to access NHS Near Me
- The video call is free (except for your internet usage).

### 3. Appointment in person

You can choose to attend an appointment in person at one of the locations listed below:

- Armadale Health Centre
- Bathgate Primary Care Centre
- Blackburn Health Centre
- East Calder Health Centre
- Fauldhouse Health Centre
- Linlithgow Health Centre
- Strathbrock Partnership
- St John's Hospital
- West Calder Health Centre

You will be required to wear a face covering if you attend an appointment in person.

### What do I need to bring when seeing a physiotherapist in person?

- If you have a leg or back issue, please wear loose fitting trousers or shorts
- If you have a shoulder or neck issue, please wear a vest top
- Please bring a list of any current medication that you are taking.

### Car parking and public transport

If your appointment is at St John's Hospital, car parking is limited so please allow extra time to park.

You may prefer to use public transport. Local bus timetables can be accessed online at:

- Lothian Buses: [www.lothianbuses.com/our-services/lothian-country/](http://www.lothianbuses.com/our-services/lothian-country/)
- First Bus: [www.firstbus.co.uk](http://www.firstbus.co.uk)

### What if I cannot attend my physiotherapy appointment?

If you are unable to attend your appointment, you must tell the physiotherapy department as soon as possible using the contact telephone number on your appointment letter. This will allow your appointment to be allocated to someone else.

If you do not tell us that you cannot attend, you may be removed from the waiting list and your GP will be notified of this.

### More information

You can find out more information about the West Lothian MSK Physiotherapy service at:

<https://westlothianhscp.org.uk/article/29282/Out-Patient-Musculoskeletal-service-MSK>

