

Our Physio Direct Service is for adults **over the age of 18 years**, who are registered with a Scarborough or Ryedale GP and have problems affecting their joints and muscles.

The service allows patients to get advice from a physiotherapist without seeing their GP first.

Similar services are provided across the UK and have shown that offering direct access to a physiotherapist for these problems means that many conditions improved quickly.

Who cannot access this service

Patients under 18 years old

Neurological problems requiring specialist neurological physio such as Multiple Sclerosis or Parkinson's disease

Patients who are under the care of a consultant for their problem.

Patients requiring orthosis or splint.

How do I self-refer to this service?

Please call our Customer Access Service on 01653 609609, where you will be booked into a telephone triage appointment with a physiotherapist.

During your triage appointment the physiotherapist will assess your condition over the phone. You will then be advised on the best way to manage your problem. You may be:

- given advice on exercises to follow, which will be emailed or posted to you;
- asked to attend a face- to-face assessment at a clinic of your choice; or
- referred to your GP.

Your GP will be informed that you have accessed the service, given the details of your condition and the treatment/advice that you have received.

How will I benefit from this service?

- It allows you to contact us directly without waiting to see your GP.
- We give you advice quickly on the most appropriate way to manage your problem.
- We will treat you face-to-face if we are unable to help you over the phone.

Please do not hesitate to ring us back if you have any queries or feel that your problem is not improving.

You can also see your GP about your problem if you wish.

While self-referral to physiotherapy is appropriate for the majority of people, there are some exceptions where we would ask that you see a doctor first.

1. If you have a significant past medical history of cancer, or are currently undergoing treatment for cancer you should make an appointment to see your GP to discuss a physiotherapy referral.
2. If you are experiencing back pain **AND** have any of the following symptoms:
 - tingling or numbness between your legs and around your buttocks;
 - recent loss of bladder or bowel control, or both,

You should **IMMEDIATELY** attend the Emergency Department of your local hospital.

Although it's rare, these symptoms can be a sign of a serious condition called Cauda Equina Syndrome.

Contact Us

To access this service call the Customer Access Service on:

01653 609609 (calls charged at local rate)

8.00am until 6.00pm, 7 days a week

Patient Advice and Liaison Service (PALS) and Complaints

Humber Teaching NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverley Road
Willerby
HU10 6ED

Tel. 01482 303930

Email. hnf-tr.pals@nhs.net

Email. hnf-tr.complaints@nhs.net

PHYSIO DIRECT

Physiotherapy
Self-referral service
for Scarborough and
Ryedale

