

Patient Information

Milton Keynes University Hospital Staff Physiotherapy (MKUHSP) Service

© Milton Keynes University Hospital NHS
Foundation Trust
Standing Way, Eaglestone,
Milton Keynes, MK6 5LD

MKUH Staff Physiotherapy (MKUHSP) service

The MKUH Staff Physiotherapy Service has been developed to support our employees who suffer with musculoskeletal problems that are affecting their performance at work. Common complaints may include back and neck pain, upper or lower limb joint/ muscular/ referred pain and muscular pains or strains.

Our aim is to provide a confidential and quick access assessment and advice physiotherapy service for employees who are either off or struggling at work due to a musculoskeletal problem. We will help you to effectively manage your condition and facilitate an improvement in your health.

What will the physiotherapist do?

Physiotherapists are healthcare professionals who are experts in assessing movement, restoring function, applying manual therapy and can help you to manage your pain. We will try to help you return to your normal duties at work and at home.

We will thoroughly assess your condition and implement a rehabilitation programme that may include treatments such as manual therapy, exercises, acupuncture and advice on how to modify your activities to reduce your symptoms. We may also liaise with other supporting services such as ergonomics and occupational health.

What will happen once a referral has been made?

When we receive the referral form we will contact you. This may be by letter, e-mail or telephone and we will offer you an appointment within three weeks from us receiving the referral. The treatment will take place in the Occupational Health department at entrance 4. The service will be provided on a first-come first-served basis due to the limited appointments available. If we are unable to give you an appointment you will be placed on a waiting list where you will receive a call if an appointment slot becomes available.

The physiotherapist may contact you personally if they require more information or they wish to provide some advice before your initial assessment. Once an assessment has been completed, they will then decide with you on the most appropriate treatment plan.

How long will it last?

The initial assessment will last an hour. It may be necessary for you to get undressed so please wear appropriate underwear or bring shorts with you so that we can see the part of the body that requires assessment and treatment.

If ongoing treatment or support is required, the physiotherapist may contact your GP with your

permission for onward referral to the appropriate services.

How will this service help?

We hope to be able to reduce your aches and pains and tackle the problems that are impacting on your work, health and wellbeing.

Thus we hope to have a positive effect of improving your quality of life and reduce the risk of re-occurrence of musculoskeletal problems. Tackling musculoskeletal problems associated with work can improve your job satisfaction, morale, motivation and effectiveness.

Who is the service suitable for?

All employees who are off work or are at risk of going off work due to a musculoskeletal problem or condition are suitable for MKUHSP

These issues must have developed within the last three months.

You **MUST** be an MKUH employee to access the service and priority will be given to those most in need, e.g. those who are unable to work.

The service does not provide treatment for those seeking access for;

- Neurological problems
- Cardiovascular complaints

- Mental health problems
- Weight loss
- Chronic musculoskeletal conditions

How can I be referred?

If you meet the criteria above you can self-refer to MKUHSP via the health and wellbeing section on the intranet and follow the instructions. Please email the self-referral form to occupational.health@mkuh.nhs.uk or drop it in at the reception. Alternatively, the occupational doctors or nurses can refer you into the service.

Attendance

If, for whatever reason, you no longer require an appointment, please contact the department on 01908 665255 and leave a message. If you do not attend your physiotherapy appointment and have not informed us first then you will be discharged.

Please give as much notice as possible when cancelling an appointment to allow us to reallocate this to another patient.

What can I do to help myself in the meantime?

Research has shown that resting for more than a day or so does not help and may actually prolong pain and disability. You may need to modify your activities initially, but the sooner you get back to

normal activity, the sooner you will feel better. Getting stiff joints and muscles working can be painful, but this is a normal response and not a sign of damage.

Feeling a bit sore initially is also normal and often a good sign that you are making progress. Changing your position or activity frequently during the day will help to prevent and reduce stiffness. Try to build up your general activity gradually.

Painkillers

Over the counter painkillers can be helpful. A pharmacist will be able to advise you on the appropriate tablets. If your symptoms continue to worsen you may wish to seek advice from your GP.

Hot or cold?

If you have an old injury, you may find that holding a hot water bottle wrapped in a towel on the affected area for 10 minutes reduces pain, while for a new injury (hot and swollen joint) you can use a pack of frozen peas wrapped in a damp towel for 10 minutes.

NB: Be aware that hot and cold can burn and that you need to check (every 5 minutes) that your skin does not become very red or blotchy. If this happens, stop.

We ask information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the provisions of the Data Protection Act 1998.

Author:
Reviewed By:
Date written:
Review Date:
Version No: Draft

**Milton Keynes University Hospital NHS
Foundation Trust
Standing Way
Eaglestone
Milton Keynes, MK6 5LD
©Milton Keynes University Hospital NHS
Foundation Trust
www.mkhospital.nhs.uk**