

How to find us and make an appointment

If you feel that you have a condition that we can help you with, the first thing to do is contact your GP.

We aim to provide you with the right treatment, in the right place, at the right time and make it easier for you to see us by providing services in the following local community sites.

Most of our appointments are offered from:

- Ealing Hospital
- Clayponds Hospital.

We also offer some appointments at:

- Ealing Day Treatment Centre
- Jubilee Gardens Health Centre
- Greenford Green Clinic
- Acton Health Centre
- Mattock Lane Health Centre

Not all services are available at every site. The service will always endeavour to offer patients their first choice of clinic location where possible within 2 – 4 weeks of referral.

If you have difficulty communicating in English, we can arrange for an interpreter to attend your appointment. It is important to use a professional interpreter rather than a family member to ensure that you fully understand the health advice you are given.

If you are unable to attend your **first** appointment with the service, please contact us as soon as possible on 020 3893 8533.

If you are unable to attend a **follow up** appointment, please contact us on 020 3893 8533. Please give us at least **24 hours** notice of your cancellation, so that the appointment can be offered to someone else. Our policy is that patients who do not contact us to advise that they cannot attend their appointment will be discharged back to the care of their GP.

How do I know that I am getting the best treatment?

All of our treatments are based on the best available evidence. We follow government guidelines and our own professional guidelines to help us manage your symptoms effectively and maximise your potential for recovery.

We want to know what our patients think of us...

Please contact us with any positive or negative comments about our service.

How to contact us:

Community Musculoskeletal Service

Clayponds Hospital
Sterling Place
South Ealing
London, W5 4RN

Tel: 020 8232 3393

Fax: 020 8758 9270



Community Musculoskeletal Service

*Helping you to manage your pain
increase your ability to function
and regain your independence*

Community Musculoskeletal Services
provided by London North West University
Healthcare
NHS Trust

How can the Physiotherapy Service help me?

The service provides assessment and treatment for adults with problems with their muscles, ligaments, tendons, joints, discs or nerves

“We can help with a variety of conditions, from acute problems such as a twisted ankle, to longer term conditions, such as back pain or arthritis.”

We have a highly skilled team of staff to make sure that you get the most appropriate care within a local community setting. We aim to improve your strength, mobility and independence, giving you the power to understand and better manage your condition. As well as treating a specific injury or illness, we will also assess and identify ways to help improve your general well-being and quality of life.

Transport & Wheelchairs

Transport is available for appointments at Ealing Hospital, Ealing Day Treatment Centre and Clayponds Hospital. There are strict eligibility criteria and your GP will assess if you meet the criteria. If you are eligible, we will inform your GP of the appointment date and time and your GP will arrange transport to and from the first appointment. Subsequent journeys will be booked by the service. Please note you must bring your own wheelchair if you use one, there are none available on site.

Who works in the musculoskeletal team?

Physiotherapy

Our experienced team of physiotherapists have recognised professional qualifications and are experts in exercise therapy and manual therapy. They are skilled in helping you to regain movement and strength following illness, accident, injury, or as a consequence of the ageing process. We will assess how your condition affects your health and well-being and will work with you to help set and achieve personal goals to support your return to fitness.

Extended Scope Physiotherapy (ESP)

Our therapists have expert treatment and diagnostic skills for more complex problems. They are able to order investigations such as blood tests, X-rays, scans, and may also use joint injections to help you, or refer you to other specialists if required.

Musculoskeletal Physicians and Consultants

We also have a range of musculoskeletal physicians and orthopaedic consultants working within the service. If you need a specialist medical opinion or a surgical opinion your physiotherapist or ESP will refer you to one of these specialist doctors.

Group Classes

The service also operates a range of group classes which your therapist can arrange.

What will happen at my first appointment?

Your physiotherapist will ask you to describe your problem and talk about your medical history. A physical examination may be necessary to make a clinical diagnosis. Staff will work with you to make an effective treatment plan that will take into account your lifestyle and general health.

How long does a treatment session last?

Your initial assessment will usually last for 45 minutes and any follow-up treatment sessions will last up to 30 minutes. Please try not to be late for your appointment, as we aim to be punctual with all patient appointments.

What will I have to wear?

You may be asked to remove some items of clothing so that the therapist can assess or treat you. Please wear suitable underwear or bring appropriate clothing with you, so that you are comfortable in exposing the area that requires treatment e.g. bring shorts for lower limb treatment. If at any time you feel that you need a chaperone please do not hesitate to ask your therapist or doctor.