

Information for Patients

**Attending the
Musculoskeletal Interface
Clinic
Physiotherapy Service**

You have been referred to the Musculoskeletal Interface Service (previously called MPT3). This leaflet will help you understand how to prepare for and what to expect from your assessment.

What is the Interface or MPT3 service?

MPT3 stands for **M**ulti **P**rofessional **T**riage and **T**reatment **T**eam. The name was changed to Interface in 2011. The service is staffed by a group of Physiotherapists and Podiatrists. All are clinical specialists or have a special interest in musculoskeletal conditions (conditions affecting joints, muscles, ligaments and tendons).

The clinician will assess you and then discuss and agree with you the best way to help you manage your condition. Where appropriate, some treatments (e.g. joint injections, provision of insoles) will be given at this clinic. Where necessary, you may be referred to another department for ongoing treatment. In many cases the clinician will identify a home exercise programme or suggest ways in which you can alter your lifestyle to benefit your health and wellbeing. This is often an essential part of the treatment plan and it is important that you follow this advice.

Who will I be assessed by?

You may be assessed by a Physiotherapist or a Podiatrist. The clinicians have undertaken additional specialist training to give them expert knowledge and skills to treat or manage musculoskeletal conditions.

What should I bring?

- A list of medication you are currently taking
- A pair of shorts (if you have some) if you have a back, leg or mobility problem
- You may also wish to bring or wear a vest if you have an upper back, neck or arm problem
- Reading glasses (if you need them)
- If you are pregnant, please bring your maternity notes with you
- If you are being seen for an ankle or foot condition please wear flat, supportive shoes

Can I bring someone with me?

Yes you are welcome to bring someone. If you need an interpreter or wish a chaperone to be provided, please let us know in advance and we will try our best to make one available.

What if I would prefer to be assessed by a male/female clinician?

Please let us know as soon as possible and we will do our best to arrange this.

What can I expect at my assessment?

During your assessment, you will be asked questions about your condition, as well as your general health and lifestyle. You may also be asked to complete questionnaires. The sort of questions you may be asked include:

- When and how your problem started?
- What makes your symptoms better and worse?
- What time of day are your symptoms better or worse?
- How the problem is affecting your day to day activities?
- What activities do you want to get back to doing?

Your clinician will need to examine you, so you may be required to partially undress to your underwear. They will also need to find the positions or movements which give you difficulties and this may involve touching or moving a painful part.

What if I have something more personal to tell the clinician?

Curtains separate the cubicles so please let us know if you require more privacy.

Will I need to attend any more appointments?

You may be referred for other tests (e.g. x- rays or blood tests). Sometimes these tests can be performed on the same day but occasionally you may have to return for these. You may be asked to attend for a review appointment but most patients only need one appointment.

What if I want to offer comments, ideas or complain about the Interface service?

We are always grateful for feedback from patients and welcome your ideas to improve the service. If you have any concerns we encourage you to raise them at the time either with the clinician directly or with the department manager. They will do all they can to help.

If you would prefer to speak to someone independently you can contact the Health Board Call Centre 01495 745656. There are also leaflets available in departments which explain the Health Board complaints procedure 'Putting Things Right'.

What happens if I fail to attend my appointments?

Missed appointments within the Interface service means wasted treatment time which could be used for other patients. We therefore follow a strict policy for managing this situation.

If you are unable to attend for your first or any subsequent appointments please contact the department as soon as possible **before** your appointment date so that the appointment can be offered to another patient.

If you fail to attend an appointment without prior notification or cancel two consecutive appointments you **will be discharged**. Only in exceptional circumstances will you be offered another appointment.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg