We love what we do

The doctors, consultants, nurses, physiotherapists, community and care workers at Care UK
About us

We provide clinical assessment and treatment for patients presenting with musculoskeletal conditions affecting spinal, upper and lower limbs.

We aim to see you within 15 working days of receiving the referral from your GP for routine appointments and even quicker for urgent cases.

You will be seen at a convenient community setting, closer to your home. Our physiotherapy team will spend time assessing you, provide treatment as appropriate and agree with you a suitable management plan.

About Care UK

We are one of the UK’s leading health and social care providers.

We provide a wide range of services including treatment centres, GP practices and walk-in centres, as well as musculoskeletal and orthopaedic clinics, all in the heart of your community. We are a team of doctors, consultants, physiotherapists, nurses, community and care workers with one thing in common... we love what we do.

If you have any questions or worries before your appointment, visit our website: www.lincolnshire-MSK-PATS.co.uk or call us on 0333 4343 146. Our staff will be able to discuss any concerns you may have.

You can find out more about Care UK at www.careuk.com

All services are free to NHS patients.

This booklet explains how our service works and what to expect during your appointment.
What to expect at your appointment

You have talked with your doctor, and maybe another healthcare professional, about your symptoms and/or condition and have chosen to use our service.

Once we have received your referral, a member of our bookings team will contact you to agree a suitable appointment time with you.

If English is not your first language and you would like to use our language services or if you have any special access requirement, please let us know prior to your appointment by contacting us on 0333 4343 146

When visiting us, please bring:
- Your appointment letter (for routine appointments)
- Details of any medicines you are taking
- A short list of any questions you want to ask.

You should wear loose-fitting, comfortable clothing as the physiotherapist may need you to remove some clothing in order to examine you more thoroughly.

If you require a trained chaperone to be present during your assessment please advise us when booking your appointment.

Once your condition has been assessed, you may need more monitoring, treatment or advice. We aim to start you on your care plan on the same day.

If you require ongoing treatment, you will be offered a follow up appointment before leaving the clinic.

Once your episode of care is complete, we will write to your GP providing full details of the assessment and management.

Text messages (SMS)

You may receive a text message confirming or reminding you of your appointment. If you would prefer not receive these messages, please let us know.
Consent, privacy and dignity

We always ask you for permission before any of our staff examine or treat you. Maintaining your privacy and dignity is a priority for us. We’ll listen to your personal preferences and your needs and act upon them wherever possible.

Confidentiality

All information (on paper and on computers) is confidential and stored safely. At all times our staff follow NHS guidelines and the Data Protection Act.
Seeing your medical records

You have the right to see your own medical records. This may include information held on a computer or on paper. If you would like to see this information, please speak to a member of the team.

Patient satisfaction

Our experienced staff aim to provide you with high quality services. We regularly ask our patients about their experiences with us and welcome your opinions. This helps us to remodel and develop the service further. You can speak to a member of staff when you are at the centre.

If you would like to receive copies of your records you should write to the senior operations manager at the address listed on the back of this guide. If you would like to have copies of letters that we send to your doctor please tell the staff at the clinic. Alternatively, you can contact the senior operations manager on 0333 200 1722 or write to the address listed on the back of this guide.
If you have a complaint – talk to us

We want to give our patients the best possible care. However, problems can arise. Sometimes this is because of a misunderstanding which can be resolved promptly if our staff are told. We will investigate any complaints from patients or their representatives thoroughly.

If you are unhappy with the services or care we are providing, please contact the senior operations manager on 0333 200 1722 between 8am and 5pm Monday to Friday.

If you wish to put your comments in writing please write to the senior operations manager at the address listed on the back of this guide.

Please include the following:
• GP or practice name
• Details of your complaint, including the date of your patient’s treatment
• Any further comments that you want to bring to our attention

We will respond to your concerns considerately, quickly and as effectively as possible in line with the NHS Complaints regulations (2009).

For full information on our complaints procedure, please ask for a leaflet at reception.
Useful information

This leaflet is available in other languages and can also be made available upon request in Braille, audio or large print.

Please contact 0333 4343 146 to request a copy. Copies of all documents and information can be found at www.lincolnshire-MSK-PATS.co.uk

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