

Musculoskeletal Physiotherapy

A guide for patients

The musculoskeletal system involves muscles, bones, joints, nerves, ligaments, cartilage and spinal discs. Musculoskeletal (MSK) physiotherapists treat injuries and disorders of the musculoskeletal system, restoring mobility and helping to relieve pain.

What we treat

Injuries and disorders we treat include:

- Back pain
- Incontinence
- Inflammatory arthritis
- Lower limb disorders e.g. ligament sprains, tendon injuries
- Neck pain
- Osteoarthritis
- Osteoporosis
- Post-operative orthopaedic conditions
- Sprains and strains
- Upper limb disorders e.g. 'frozen shoulder', 'tennis elbow'

Treatment techniques

Approaches we use include:

- Therapeutic exercise
- Advice and education on posture/ movement disorders
- Advice on pain management
- Mobilisations
- Soft tissue massage
- Electrotherapy
- Exercise classes

Some – but not all – of our MSK physiotherapists are also trained to use acupuncture. Some physiotherapy departments also offer injection therapy.

Referral to physiotherapy

Your doctor, hospital consultant, nurse, or midwife may advise you if physiotherapy is appropriate for you. Some departments also accept self-referrals.

Where can I arrange to go for my appointment?

You can choose to attend the most convenient site for you. You must specify your preference to the person referring you.

If you arrange an appointment

In planning your visit, please allow up to an hour for your first appointment and 30 minutes for reviews. Please allow extra time to find a suitable parking space if required.

What do I need to wear / bring?

a list of any tablets that you are currently taking
shorts if you have a back or leg problem. (Please do not worry if you do not have them, you will be seen in an individual cubicle or room)
reading glasses (if you need them)

If you have a preference to be seen by a male or female physiotherapist, please let us know in advance and we can arrange this for you. Please bear in mind this may require you to attend a different department at an alternative site.

What happens if I cannot make my appointment?

If you cannot keep your appointment, please tell the department as soon as you can. We may be able to offer the appointment to someone else and so shorten our waiting list.

If you do not attend without telling us in advance, we may discharge you from the department.

If your symptoms have improved and you do not wish to attend, please still let us know so that we can give your appointment to someone else. Even a few hours' notice may allow us to see a patient referred 'urgently' to the department.

Children: If the appointment is for a child under 16 years, we would prefer an adult to accompany them.

While we appreciate that not all patients have access to childcare, we prefer that you do not bring young children to your physiotherapy appointments. If this is unavoidable, please make sure that children are well supervised at all times.

Transport: If you require hospital transport, please request this by ringing the 'Patient Transport Services' Booking Line: Tel No. 0800 0323240

About your visit

Who will I see at my appointment?

Usually, you will see the same physiotherapist during your episode of care.

How qualified are they?

They will be a qualified, Chartered Physiotherapist, unless you are told otherwise. This means they have at least three years' full-time training and have achieved the high standard required to become a member of the [Chartered Society of Physiotherapy \(MCSP\)](#).

Will there be any students in the department?

Student physiotherapists may be working in the department, supervised by senior staff. We will always ask you in advance if a student could be involved in your care. You have the right to decline and to be treated by a chartered physiotherapist but your appointment may be rearranged to achieve this.

What will happen at my appointment?

Your Physiotherapist will ask some questions about your symptoms. With your consent they will then examine the affected part of your body. You may be asked to remove some items of clothing to allow the therapist to assess the affected area properly, so please make sure you wear suitable clothing and underwear.

At the end of the assessment your therapist will explain what they think may be causing your problem and discuss the management options available to you.

You are invited to be fully involved in any decisions about your care. Any treatments offered will be explained, including possible benefits and risks. It is your body and you have the right to decline physiotherapy treatment at any stage without this affecting your future care.

Physiotherapy website

If you would like simple advice on how to manage common conditions, or further information about our physiotherapy service, please find **Cumbria NHS Physiotherapy** on the Trust website at www.cumbriapartnership.nhs.uk/our-services/community-health/our-community-health-services/physiotherapy

What records will be kept of my visit(s)?

Information that you give at your appointment will be written in your physiotherapy records. To meet legal requirements, these records are kept secure for eight years (or until a patient's 25th birthday, whichever is longer).

Who has access to this information?

Any information you give will be treated in strict confidence. In discussion with you, your physiotherapist may allow other staff (such as senior staff or other health professionals) access to your records, when it is of benefit to you. Your personal details are also stored on the physiotherapy computer database. Information is only released to others not involved in your care (e.g. solicitor, employer etc.) with your written consent.

You can apply to see your physiotherapy records at any time under the Access to Health Records Act 1990.

Physiotherapy departments

Alston

Ruth Lancaster James Hospital
Alston CA9 3QX
01434 381016

Staffed part time
Contact: Anna Monk - via Penrith site
01768 245246

Appleby

Riverside Building
Appleby-in-Westmorland CA16 6QR

Staffed part-time
Contact: via Penrith site
01768 245246

Brampton

Brampton War Memorial Hospital
Tree Road
Brampton CA8 1TX

01228 608352

Contact: Christine Bartholomew MCSP,
Specialist Physiotherapist

Carlisle

Carleton Clinic
Cumwhinton Drive
Carlisle CA1 3SX

01228 602007

Contact: Ian J Barke, Team Lead, MSK
Physiotherapy Service

Egremont

Egremont Clinic
Beech House Medical Centre
St Bridgets Lane
CA22 2BD

01946 825503 (4)

Department staffed part time

Contact: via West Cumberland Hospital
site on 01946 523636

Penrith

Penrith Hospital
Bridge Lane
Penrith CA11 8HX

01768 245585

Contact: Cath Bird

Seascale

Seascale Health Centre
Gosforth Road
Seascale CA20 1PN

019467 78212

Contact: Stephanie Brenan MCSP,
Specialist Physiotherapist

Cleator Moor

Physiotherapy Department
Cleator Moor Health Centre
Birks Rd
Cleator Moor CA25 5HP

01946 853304

Contact: Laura Hocking
MCSP, Team Lead Physiotherapist

Cockermouth

Cockermouth Community Hospital
Isel Road
Cockermouth CA13 9HT

01900 820761

Contact: Anu Singh MCSP, Team Lead
Physiotherapist

Keswick

Mary Hewetson Cottage Hospital
Crosthwaite Rd
Keswick CA12 5PH
017687 67012

Contact: Tom Farnell MCSP, Specialist
Physiotherapist

Kirkby Stephen

Upper Eden Medical Practice
The Health Centre
Silver Street
Kirkby Stephen CA17 4RB

017683 72474

Contact: Adele Roche MCSP, Specialist
Physiotherapist

Department staffed part-time - you can
also contact Penrith site on 01768
245246

Maryport

Maryport Community Hospital
Ewanrigg Road
Maryport CA15 8EJ

01900 811864

Contact: Liam Tyrrell MCSP, Team Lead
Physiotherapist

Wigton

Wigton Community Hospital
Cross Lane
Wigton CA7 9DD
016973 66629/27
Contact: Morna McDowell MCSP, Team
Lead Physiotherapist

Whitehaven

West Cumberland Hospital (WCH)
Hensingham CA28 8JG
01946 523636
Contact: Steve Wright MCSP, Team
Lead Physiotherapist

Workington

Workington Community Hospital
Park Lane
Workington CA14 2RW
01900 705100
Contact: Barbara Finlinson MCSP,
Team Lead Physiotherapist

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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