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# Joint Northumberland Musculoskeletal and Pain Service 'JMAPS'

*Who we are, what we offer and how you  
can access...*

Kathy Mills—Clinical Manager

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# Musculoskeletal conditions are a costly and growing problem



Prevalence of MSK conditions is being fuelled by our **ageing population** and rising levels of **physical inactivity** and **obesity**



Each year **20%** of people in the UK see a doctor about a MSK problem

**NHS**



**5 billion** each year

The NHS in England spends **£5 billion each year** on treating MSK conditions



## Osteoarthritis in the UK



**6M**  
Women



**4M**  
Men

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## MSK conditions

**11.6M**

women  
of all ages

**35%**

have an MSK  
condition

**8.7M**

men of  
all ages

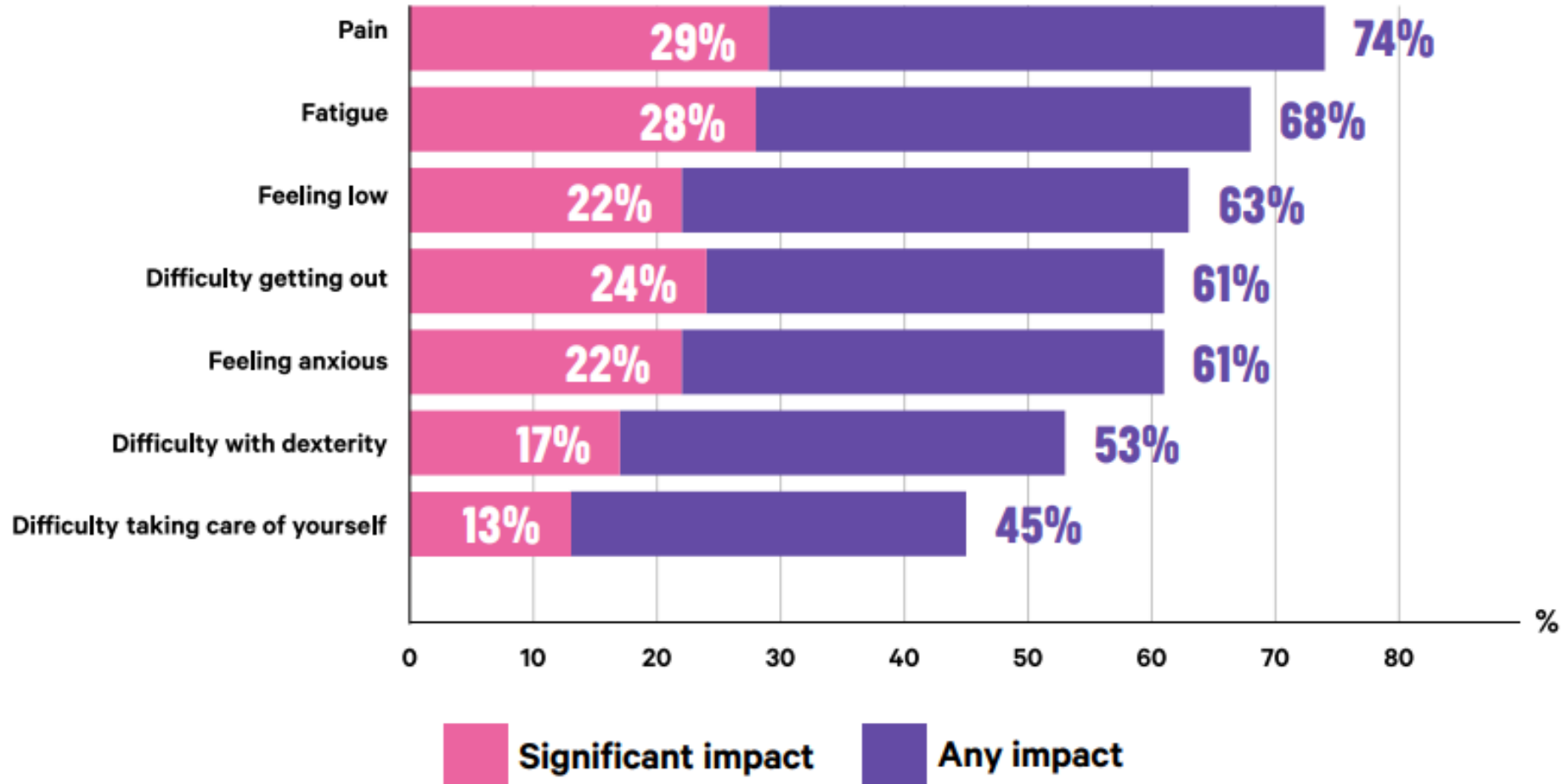
**28%**

have an MSK  
condition

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**Chronic pain**

## Factors impacting the lives of people with MSK conditions<sup>24</sup>



# Where we fit in the big picture



# A two tier service...

Tier 1

- Physiotherapy
- Exercise Classes
- Post Operative Physiotherapy

Tier 2

- Advanced Practice Physiotherapy  
(Inc injection therapy, investigations  
and referral to secondary care.)

# Where are our clinics?

- **Plus:**
- Prudhoe
- Ponteland
- Hadston





# How do you access the service?



**Self Refer**



**Phone**

03301 244 652



**Online**



# What happens in a telephone physiotherapy appointment?

- **In this 20 minute appointment we will discuss:**
- How and when your symptoms started
- How the symptoms affect your life
- What you have tried already to manage your symptoms
- Symptoms that may suggest a serious cause
- What your expectations are



# At the end of the call we make a shared decision regarding next steps...

- **1 in 5** people decide to try and **self manage** the symptoms after a diagnosis with information about the condition and exercise emailed/posted.
- Book a **face to face physiotherapy** appointment, with information and exercises sent to try while they wait for the appointment ~ 2-4 weeks
- Refer on to the **Tier 2 Advanced Practice Physiotherapy** Team ~ 3-5 weeks

# How long will I wait for an appointment?

- Self referral – **1-2 weeks** for an initial telephone appointment (Face to face if required)
- GP/First Contact Physio Referral – **3-5 weeks (Physiotherapy)**
- GP/First Contact Physio Referral to Tier 2 – **3-5 weeks (Advanced Practice Physiotherapy)**



# What might the MSK service offer me?

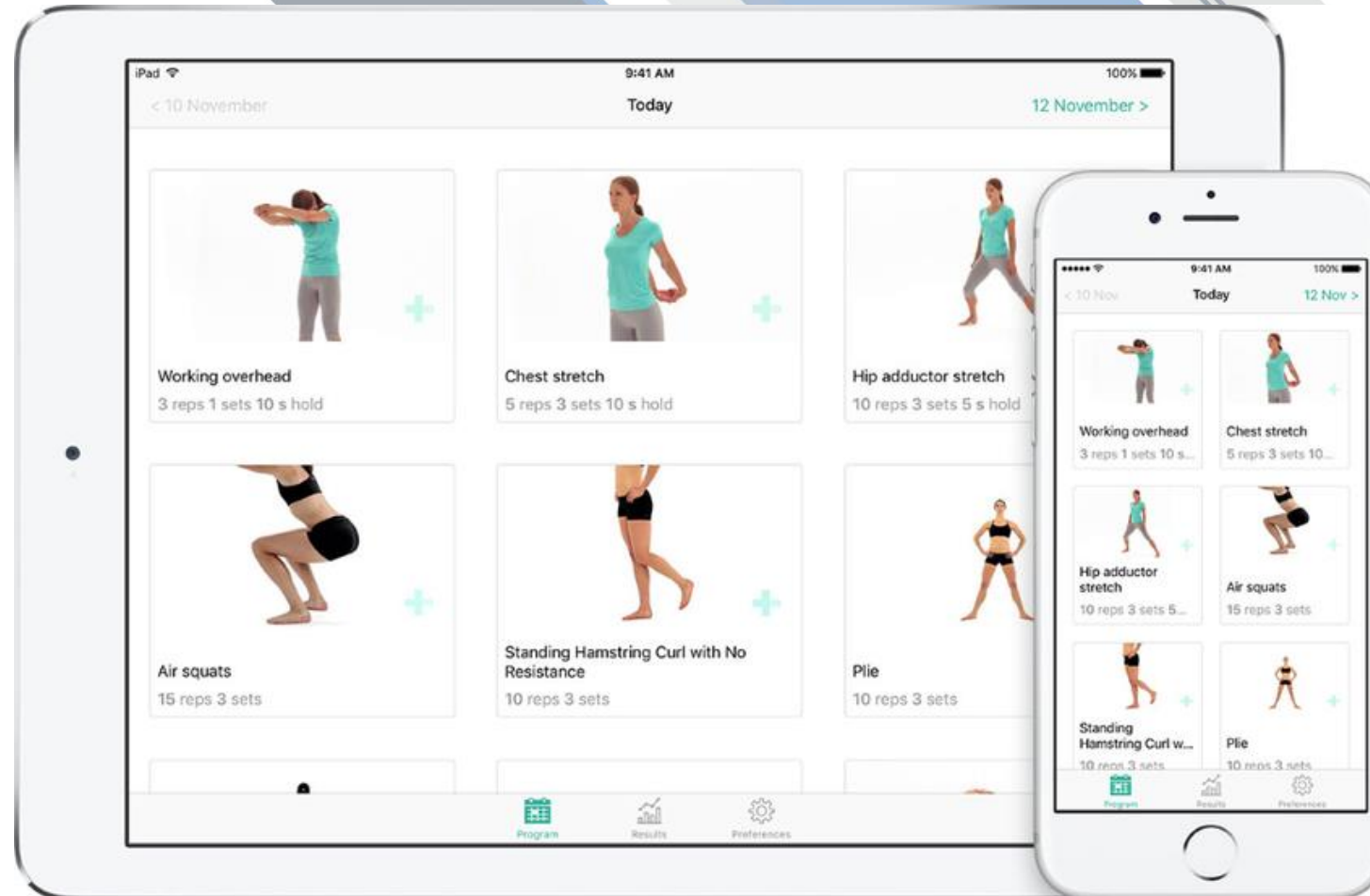
- Advice (Inc activities/work/sleep/medication)
- Exercises
- Splints
- Walking aids
- Corticosteroid injections
- Options regarding referral for a surgical opinion



# What might the 'live well with pain' service offer me?

- Short term group workshops or individual sessions dealing with pain education, sleep and relaxation, values and goal setting, and getting moving again.
- Pain management programmes, lasting approximately 6 weeks.
- Individual or group physiotherapy
- Individual psychological therapy sessions
- Note, this service does not offer medications or injections.

# Supporting you with targeted exercises



N.B Paper exercise plans available.

# Once registered within the service you can access the Patient Portal



View your letters and documents



Request and manage your appointments\*



Complete and submit your electronic health assessments



View your exercise programmes



Track your progress



Request new referrals for Physiotherapy



# How are we doing?

- 93% of people report a **POSITIVE** experience
- 3% of people report a **NEGATIVE** experience
- 4% of people report a **NEUTRAL** experience



# Testimonials...

*Very thorough and helpful. Welcoming and took concerns seriously. Professional and gave good advice which has been helping already.*

*The physiotherapist was excellent. Helpful and knowledgeable. He gave me the exercises I needed and I did them. My back has improved.*

*I was seen on time , the assessment was thorough, referrals were made for further investigation and assessment. The clinician was professional and understanding*

# Frequently asked questions...

- **Why can't my GP refer me for a scan anymore?**
  - GP's can no longer refer for MRI scans. Only an Advanced Practice Physiotherapist in the JMAPS service can organise this.
- **I have a Physio working from my GP practice now, should I use that service or self refer to JMAPS?**
  - Many GP surgeries employ their own First Contact Physio now to reduce the pressure on GP's. They offer a short one off appointment for patients who would have otherwise seen the GP. They will direct you to JMAPS if further support is required.
- **I've spoken to my GP, and after an xray we decided that I should consider a knee/hip replacement. Do I have to come through the JMAPS service?**
  - No, if the referral highlights that you have explored other management options already and are ready to consider surgery, we will review and pass this on to the Orthopaedic team without delay.

# A reminder...



## Self Refer



Phone

03301 244 652



THANK YOU