

# Welcome to the Musculoskeletal Clinical Assessment and Treatment Service (MSK CATS)

Your GP has referred you into this service to allow us to:

- Assess your condition
- Start your treatment

## What is the service for?

Most conditions that involve muscles and joints can be successfully treated by a specialist physiotherapist assisted by a GP with a special interest in musculoskeletal (MSK) conditions. **Our aim is to cut the time you have to wait before you start treatment and if possible avoid seeing an orthopaedic surgeon if you do not need to see one.**

If, on assessment, we think your condition would be better managed by a different service, we will either refer you directly on to them or, in a small number of cases, send suggested options for treatment of your specific problem to your Doctor for review.

## How does the service work?

When you come to see us, our highly skilled MSK team will assess your condition and aim to start treatment straight away.

We may send you for further investigations and/or start treatment which may range from Physiotherapy to self-help plans and exercises. We may use joint injections to ease symptoms.

The service will continually review your progress and book in follow-up appointments and further treatment where necessary.

This service operates from:

**MSK CATS, Lister House Building, Pear Tree Street, Derby DE23 8PL**

**Please note our entrance is NOT the main entrance to Lister House Surgery**



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## **What conditions do we treat?**

We treat problems with joints and soft tissue and their effect on the nervous system. These are examples of conditions that we can treat:-

Frozen shoulder; Hip problems; Knee problems; Sciatica; Joint problems;  
Tennis elbow; Cartilage damage; Spinal problems and ligament damage;  
suspected carpal tunnel syndrome

If you need ongoing treatment we will provide you with your own personalised care plan. We have a link with the Community Physiotherapy service and if you require further treatment from them, we aim to make that transition seamless.

## **Suggestions, complaints or concerns?**

If you have any suggestions, complaints or concerns about the service that you have received from us, please let us know. We aim to sort most problems out quickly, often at the time they arise.

## **How to complain**

If you wish to make a formal complaint, please do so as soon as possible. This will enable us to establish what happened more easily. You can ask our receptionists for a form. Please be as specific and concise as possible.

The Business Manager, Steve Chapman will make sure that we deal with your concerns promptly and in the correct way.

## **Patient Advice and Liaison Service (PALS)**

PALS is a confidential, friendly and professional service offering support, advice and guidance for the population of Derby City.

If you are unhappy with any aspect of your treatment please telephone PALS on: **08000 32 32 35** or email them on: [DerbyshireCCG.PALS@nhs.net](mailto:DerbyshireCCG.PALS@nhs.net)