

Community Appointment Day



What is the community appointment day?

Our Community Appointment Day is an event to help you discover how to manage your musculoskeletal (MSK) condition. This is your physiotherapy appointment, and is an opportunity for you to discuss 'what matters to you' with physiotherapy clinicians and other specialist services. This will be a new way of working for our MSK service as we look to approach your physiotherapy care differently and engage with the local community.

We value any and all feedback and your opinion matters to us. Please take the opportunity on the day to comment on your experience at our event.

Where will it be held?

The Community Appointment Day will be held within a South Lanarkshire Leisure facility, the John Wright sports Centre in east Kilbride. The sports centre is fully accessible, and the event will be held on the ground floor. There are automatic entrance doors and an accessible reception. There are ample toileting facilities, which include an accessible toilet. There will also be stewards and signage within the building to help you find your way.

If you are travelling by car, you will find the car park at the front of the building. There is free parking, including 5 disabled bays. If you are travelling by public transport, there is a bus stop on the main road directly outside the sports centre, and is serviced by FirstBus number 6, 18 (direct from Rutherglen) and 101 (direct from Hamilton/Blantyre). **John Wright Sports Centre, Calderwood road, East Kilbride G74 3EU**

What can I expect on the day?

When you first arrive at the event, you will be checked in by a member of staff. You will then have a conversation about the problem you are attending with, and how this affects you and your life. After this 'what matters to you' conversation with one of our team, you will be directed to the most relevant people who can offer you advice, support, and guidance specific to your needs.

You will be given a 'patient passport' to complete on the day, and to help guide you round the hall. This is where you can note down what is important for you to discuss and seek support on, and what advice you have been given. You may access a number of services via your patient passport throughout the day, and your time spent with us will not be limited.

At the end of your session, you will meet a member of the team at our 'check out' desk, where your passport will be briefly discussed and any follow up action required to be carried out. There may be various outcomes following your community appointment day such as discharged with advice and guidance, patient initiated review within a certain time frame, or a follow up appointment with one of our physiotherapists, dependent on your needs.

Will I have a physiotherapy assessment?

A Physiotherapist will have the 'what matters to you' conversation at the start of your visit, and there will be ample opportunity on the day for general advice, rehabilitation and guidance around the condition you are coming for.

Some patients may require further 1:1 assessment, and we will have dedicated space available for these to take place as needed.

We will also have allocated team members available to assess your current walking aid, or provide a new aid if required, and a 'Rehab/ Movement Zone' for you to try different rehabilitation exercises and techniques with the guidance of trained Physiotherapy professionals.

Who else will be there?

There will be other NHS and partner services in attendance on the day to provide advice and support for you in a number of ways. *Some may include Podiatry, Occupational Therapy, Pelvic Health Physiotherapy, Pharmacy, Weight Management, Smoking Cessation, South Lanarkshire Leisure, Versus Arthritis, Voluntary Action South*

Lanarkshire (VASLAN), Money Matters, Community Link Worker, Seniors together and Get Walking Lanarkshire.

What matters to you?

Before attending the event, it might be helpful to think about the problem you have been referred for and what you want to achieve by engaging with physiotherapy and other services. Think about what you have already done to help your condition, what you would like to do about your condition and what support you might need to help you further.

Do I need to bring anything?

When attending our Community Appointment Day, it would be useful to bring a few things. We would like you to bring your invitation letter, a list of any medication you are currently taking and any walking aids you currently use. It may also be useful to bring a small drink, such as a bottle of water, as we will be unable to provide this at the facility.

What do patients think?

85% of people who attend the first event gave it a 5-star experience with an average score of 4.78/5 stars, and left feedback such as *'This was an excellent way to share information and get help/advice about my health issues. Staff listened very carefully to my issues and directed me to specialist support groups. Well done and thank you so much!'*

Frequently asked questions

- ❖ **How long will I be there?**
You are welcome to spend as long as you feel is necessary with us on the day. Patients normally spend between 30-90 minutes in the venue, and the time you spend will depend on how many services you engage with.
- ❖ **Can I bring a family member with me?**
We anticipate a large number of people attending on the day, therefore we do not encourage multiple family members attending. If you feel you would require support or assistance to navigate round the event, we ask that this is limited to one family member/friend.

- ❖ **What should I wear?**
You should wear loose comfortable clothing that you can move easily in and comfortable footwear such as trainers. If your problem is with your neck or arm, please ensure you have a vest top or t-shirt on as jumpers can be bulky and restrict physiotherapy assessment if this is needed. If your problem is with your back or leg/s, if possible please wear a skirt, shorts or loose trousers that allow you to move.
- ❖ **Will there be a lot of people there?**
There will be a large number of people in attendance on the day, both staff and patients. The event takes place in a large space, and we do not anticipate it will feel over crowded. There will be spaces within the hall available to discuss any sensitive matters in a more private setting. If you struggle to be in crowds, or are sensitive to noise this event may not be suitable for you, please contact us on our helpline below to discuss.
- ❖ **What happens if I don't want to attend?**
You can call our booking hub and will remain on the Physiotherapy waiting list as normal. You will be appointed once you are nearing the top of the list. You will not be disadvantaged because you do not wish to attend the event.

Who can I contact to discuss the event further?

You can phone our Helpline on 01698 687442 should you wish to discuss anything further. This line is open Monday - Friday 9am - 3pm.



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