

What is this service?

Your employer has signed up to a pilot scheme funded by the Welsh Assembly Government which provides a fast track physiotherapy service for people with problems affecting joints and soft tissues of the body. These problems could be ligament sprains, muscle strains, back pain, neck pain or pain in any joint.

The aim of the scheme is to provide early advice and management of such conditions.

How do I access this service?

The only way of accessing this service is via a telephone advice line

**This service is open
Monday, Wednesday and Friday
1.30 – 3.30 pm**

Tel no: 01554 783203

Who will I speak to?

A Chartered Physiotherapist from Carmarthenshire NHS Trust.

How long will the call take?

The length of the telephone call will vary but may take approximately 15 – 20 mins

What will happen when I phone?

All calls to the Occupational Health Physiotherapy advice line are recorded for the purposes of training, audit and monitoring of the service. If you are unhappy for the conversation to be recorded, the physiotherapist will be unable to help you and will suggest that you visit your GP or Occupational Health Department.

You will be asked a number of questions by the Physiotherapist to allow them to fully understand your problem.

You will be asked questions about:-

- Your problem and how it is affecting your daily life (including work)
- Your current medication
- Any other medical problems

The Physiotherapist will then discuss with you the best way of helping you to manage this problem

This may include one or more of the following:-

- Advice (patient information leaflets may be sent to you in the post)
- Exercise suggestions (an exercise sheet may be sent to you in the post)

- Making you an appointment with a Physiotherapist for further assessment
- Advising you to visit your GP

Will my employer know that I am accessing this service?

No. All information about you is confidential and will only be passed on to your GP and/or Occupational Health Department with your explicit written consent.

What should I do if I don't get better?

If you are given advice and exercises and you do not get better, or if you have any concerns, please contact the service again.



Hywel Dda NHS Trust

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