



BERKSHIRE WEST
PRIMARY CARE MUSCULOSKELETAL



PHYSIOTHERAPY SERVICE



0300 303 4811



bwell.mskberkshire@nhs.net

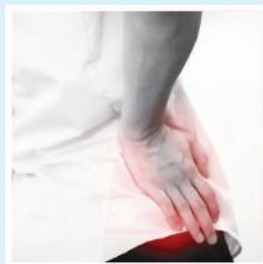
NHS PHYSIOTHERAPY SELF-REFERRAL



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GUIDE FOR PATIENTS

SCAN QR CODE FOR SELF-REFERRAL



service provided by **B-Well Group**

www.bwellberkshirehealth.co.uk

Our service for NHS patients

Our service brings together specialist musculoskeletal (MSK) Physiotherapists to assess, diagnose and manage your condition.

This service will provide treatment and advice in either face to face or virtual settings for patients who meet the clinical criteria.

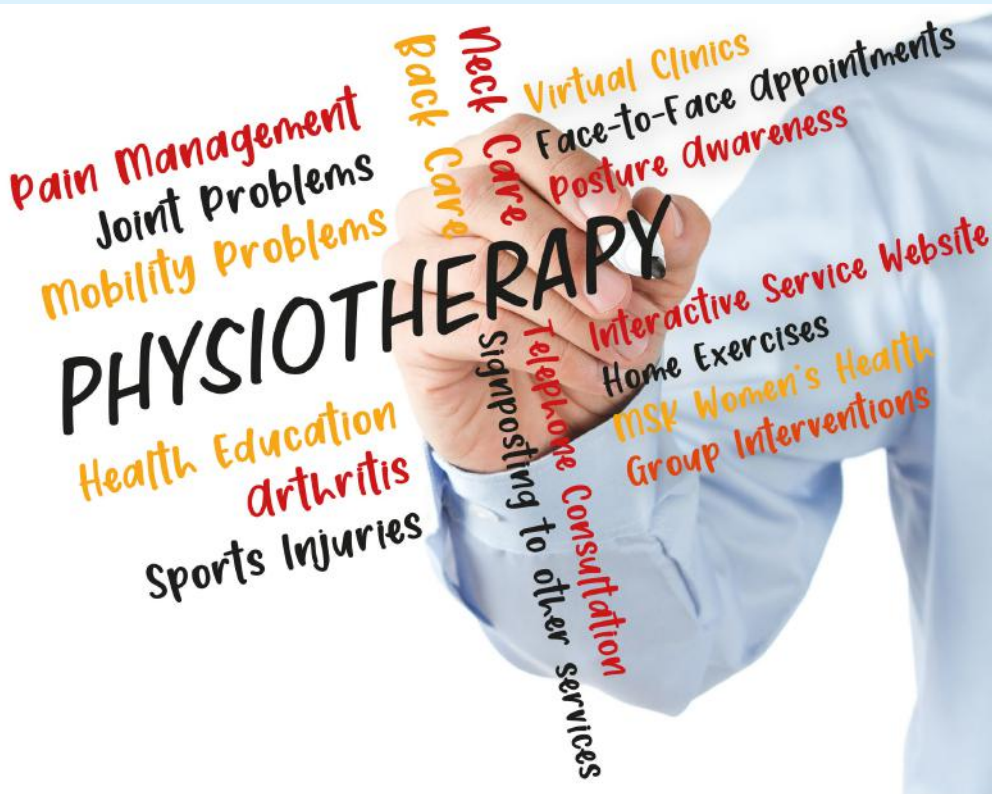
We manage most MSK conditions involving bones, soft tissue, muscles, joints and ligaments.

We at Berkshire West Primary Care MSK Physiotherapy Service, see patients from age 5+, registered with Berkshire West GP Surgery.

We accept Self-referrals from 16+ year old.

We provide rapid advice, self-management, reassurance, provisional diagnosis and ensure that your care is provided by the most appropriately qualified professionals.

We also provide a variety of MSK Exercise group intervention classes run by qualified professionals in various locations.



Our clinics

We currently have 10 clinics distributed throughout Berkshire West. We have a range of local clinics to provide easy access as close to your homes as possible. Appointment times are available 6 days a week and if you meet the clinical criteria for access to the NHS services we will provide you with the appointment times and locations available to meet your needs.

Our clinic locations

Reading:

Melrose Surgery 73 London Road Reading RG1 5BS	Melrose Surgery 2-4 Alexandra Rd Reading RG1 5PE	Shinfield Surgery Shinfield Reading RG2 9EH	Wyvols Court Swallowfield Reading RG7 1WY	Cotswold Sports Centre Downs Way Reading RG31 6SL
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Wokingham:

Woollahill Surgery Fernelea Drive Wokingham RG41 3DR	Evolution House 6, Easthampstead Rd, Wokingham RG40 2EG
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West Berkshire:

Festival house 39 Oxford Street, Newbury RG14 1JG	Falkland Surgery Monks Lane Newbury RG14 7DF	Bank House 13-15 High Street Thatcham RG19 3JG
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How to make a referral

- 5 to 15 Year Old – Referred by GP/ Health Care professional/specialist.
- 16+ Year Old – We accept Self referrals.

For self-referral you can

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 **0300 303 4811**

 **bwel.mskberkshire@nhs.net**

 **www.bwellberkshirehealth.co.uk**

 **B-Well Group, 73 London Road,
Reading, RG1 5BS.**

How to book your appointment

On receipt of your referral, our clinicians will triage your referral. Once we accept your referral, our care navigators will contact you to book your Initial appointment. Your follow-up appointment will be booked by your Physiotherapist.

Preparation for your appointment

During your first assessment appointment, we will need to complete a few forms to make sure we understand your condition and identify the right treatment for you. We will need you to carry out several movements which will help us identify the treatment that you require. It is best to wear loose fitting clothing which is comfortable and does not restrict your movement.

Attending your appointment

Always attend your appointment on time. If you are unable to attend or if you wish to cancel or reschedule your appointment, please inform us at a good time in advance. This helps to keep the waiting time low for yourself and other patients on the list like you. If you need to change your appointment or no longer want an appointment, please contact us at least 48 hours prior to your appointment so that it can be offered to someone on the list who needs it. This also helps reduce costs for the NHS.

If you are too late for your appointment, it may be rescheduled for another time and if you do not attend your appointment without notifying us, you may be discharged from our service and your GP will be notified.

If you require a translator, please contact the service prior to your appointment and state the language you require.

Patient and GP/PCN support

Our care navigator team is here to help you from Monday-Friday 08:00 hrs to 18:30 hrs and on Saturdays 09:00 hrs to 17:00 hrs. If you have any queries regarding your care, your patient care, please get in touch with us.

Data protection and patient confidentiality

We will ensure that patients' decisions and their rights to restrict the disclosure of personal and medical information are appropriately respected in line with the Data Protection Act 1998, other associated Acts of Parliament and the partnership code of conduct in respect of confidentiality. We will tell you, on request, who else will see your information.

Comments, complaints and suggestions

Berkshire West Primary Care MSK Physiotherapy Services provided by B-Well Group encourages feedback from service users/family and friends on their experiences with the services. If you want to suggestion, compliment, or a complaint about any part of the service, please contact us through our website, email, phone or by post.



NHS service provided by B-Well Group

73 London Road, Reading **RG1 5BS.**



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Working Hours:

Monday – Friday : 08:30am – 6:30pm

Saturday: 9:00am - 5:00pm.



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Scan the QR code that will take you to self-referral page of the website from where you can download the Self-referral form