

About Us...

Musculoskeletal (MSK)

Physiotherapy Service

Patient Information Leaflet

MSK Musculoskeletal Physiotherapy Service



View our **MSK Physiotherapy** resources

www.leicspart.nhs.uk/msk-physiotherapy-resources-getting-started/

What is MSK Physiotherapy?

Musculoskeletal (MSK) physiotherapy helps people who are experiencing pain and issues with their function. These problems may have happened because of an injury, an operation or developed gradually over time.

Our physiotherapists are experts in assessing, diagnosing and helping you manage these MSK conditions to allow you to:

- better manage your pain
- move better and get stronger
- get back to normal activities, work or sport
- manage long-term conditions
- improve your overall health and wellbeing

What do we offer?

Our physiotherapists take a whole-person approach, focusing on goals that matter to you.

We provide:

- a personalised assessment
- advice and education
- exercise programmes and lifestyle guidance

- other specific treatments as appropriate

Research shows that, in most cases, keeping active and doing exercises is safe – even when you have pain – and is an important part of recovery.

Who is our service suitable for?

Our service accepts referrals for individuals aged 16 and over who are experiencing musculoskeletal (MSK) pain or related symptoms.

This includes spinal pain, arm pain (shoulder, elbow, wrist and hand), leg pain (hip, knee, ankle and foot), arthritis, soft tissue injuries, and persistent pain.

Who is it not suitable for?

We want to make sure that you get the right care, at the right place, at the right time, therefore we **do not** treat:

- neurological conditions (e.g. stroke and MS)
- respiratory problems (e.g. COPD)
- people unable to attend outpatient appointments (we do not provide home visits)
- people under 16 years of age

How to refer?



Complete our online form – accessed directly using this QR code at www.leicspart.nhs.uk/msk-physiotherapy-initial-contact/

Alternatively, you can contact us for a referral form using the details below:

phone: 0300 300 0046

email: llr.msktherapy@nhs.net

What to expect after you refer?

You will be asked to complete a form when you self-refer. The form can be completed online, via a link sent to you or on paper.

This helps us process your referral accurately.

What do you ask on the form and why?

- your **condition or symptoms** and the impact it has on your day-to-day life.
- your **general health** – although some of these may not seem directly linked to your condition, they build a

picture of your overall health to make sure you access the right care and support

- any **communication and accessibility** needs – to provide information and deliver care in a format that is best for you
- any **protected characteristics** – to help ensure people are treated fairly and to improve our service for all communities

What to expect after I complete my form?

Once we receive your form, a physiotherapist will review your information. They may contact you by telephone if they need any further information.

You will then be:

- sent advice or exercises, with the option to contact us to book an appointment if your symptoms don't improve
- offered an appointment straight away when this is clinically the most appropriate next step
- signposted to another service if our service is not appropriate for your condition

What to expect from an appointment?

We offer face-to-face, telephone and video appointments. If you contact the service, you will be able to request your preference.

During your first appointment, your physiotherapist will:

- discuss your symptoms to understand the impact these have on your life
- ask questions about your medical history and lifestyle to help understand you better and provide you with the right care
- if appropriate – perform a physical examination, which may include assessing your movement, strength, and function
- explain their findings and help you understand your condition or pain

Your physiotherapist will work with you to create a personalised action plan based on your goals.

This may include:

- advice and education
- an exercise programme
- signposting to classes or local community groups

Your physiotherapist will also discuss whether further appointments are needed based on your clinical needs.

What if physiotherapy is not appropriate for me?

If you don't feel physiotherapy is appropriate for you or the advice we provide meets your needs, you don't need to do anything else.

However, if your needs change in the future, please contact us using our online form – see section 'How to refer?' – or using the details below:

Phone: 0300 300 0046

Email: llr.msktherapy@nhs.net

Depending on how long it has been since we last heard from you, we may ask you to update your clinical information to make sure you get the right support.

If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.



MSK Physiotherapy Service

Find out more about the MSK Physiotherapy Service and what we offer

www.leicspart.nhs.uk/service/musculoskeletal-msk-therapy-physiotherapy/



Further Resources

Access our other MSK Physiotherapy resources [www.leicspart.nhs.uk/msk-](http://www.leicspart.nhs.uk/msk-physiotherapy-resources-getting-started/)

[physiotherapy-resources-getting-started/](http://www.leicspart.nhs.uk/msk-physiotherapy-resources-getting-started/)

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