

Musculoskeletal Interface Clinical Assessment Service (MICAS) Patient Information Guide

Your GP has referred you to the Musculoskeletal Interface Clinical Assessment Service known as MICAS. MICAS is designed to ensure that you see the right person at the right time in order to manage your particular musculoskeletal problem and refer you to other services speedily if necessary. This is an assessment service, if you are in pain please see either your GP or A&E for pain management.

What happens once MICAS has received your referral?

- On receipt of your referral, one of the MICAS Clinical Team will assess the information provided in order to determine the best way to manage your problem.
- You will EITHER be offered an appointment for an assessment OR your referral will be re-directed to another service such as an orthopaedic surgeon or physiotherapy. Your GP is aware that this might happen.
- You will be called by the team to book your appointment within 2 working days of them receiving your referral.

What should you do next?

If you have not received a phone call within 14 days following your GP appointment, please contact the admin team on: 020 7228 6654 (Lines are open Monday to Friday from 9:00am – 4:30pm).

What happens if I cannot attend my first appointment?

Please telephone MICAS on 0207 228 6654 immediately you know that you will not be able to attend. If you fail to give us 24 hours notice before your appointment you may be discharged. If you are discharged, you will have to get another referral from your GP.

What should I bring to my appointment?

- Please bring a list of medications that you are currently taking.
- Any discs or letters regarding previous x-rays, scans or MRI's
- As you may have to undress at your clinic appointment, you may wish to bring shorts/vest
- The clinician will ask you about your problem and how it affects you. Please prepare for this and have any questions ready that concern you.

Where are the MICAS Clinics?

The MICAS clinics are held at:

- Therapies Department. Ground floor, St James Wing, St George's Hospital, Blackshaw Road, Tooting. SW17 0QT
- Outpatient department. St Johns Therapy Centre. 162 St Johns Hill. SW11 1SW
- Bolingbroke Medical Centre, Wakehurst Road, SW11 6BF

You will be given a choice of site when the MICAS team contacts you.

Chaperone

All patients are entitled to have someone else with them during any consultation, examination or procedure. A chaperone can be someone you know (who is over 18 years old) or one of our staff.

Wherever possible we would ask you to make this request to book your appointment so that arrangements can be made and your appointment is not delayed. Where this is not possible we will try to provide a formal chaperone at the time of request.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like to see a copy of our chaperone policy or have any questions or comments regarding this please contact us.

Confidentiality

We may need to access and record information about your treatment. The information we gain allows us to provide your treatment and can also be used to monitor the quality of care we provide.

Under the Data Protection Act, and as a part of good clinical practice, all electronic and paper based information is confidential and stored securely. Your data is always confidential and will only be accessed for your treatment or on a need-to-know basis.

Your medical records

You have the right to see your own records. This may include information held on a computer or paper. If you would like to see this information, please telephone us to request this.

Complaints/compliments/concerns

If you would like to comment upon any aspect of our services, we welcome your feedback. You can tell us over the phone, through our website, by email, or post, these contact details are listed below. If you would like to make a formal complaint, please ask for a copy of our complaints leaflet which tells you how to do this. Again this is available from the contact list below or you can also ask the receptionist for this at the time of your appointment.

Patient Survey

In order to make sure we are providing a good service to our patients we might ask you to complete a survey to ask you about your experience. You can also use the link below or you may be contacted at a later date by one of our team by letter. Your help with this would be greatly appreciated but if you would rather not take part in the survey, please do let us know.

<http://bhcc.co.uk/micas-2/micas-patient-questionnaire/>

For further advice or information contact:

Telephone 0207 228 6654

Email WACCG.micasdermreferrals.nhs.net

Web www.bhcc.co.uk

Post Wandsworth Community MICAS Service
Bolingbroke Medical Centre, Wakehurst Road, Battersea, London, SW11 6BF