

## The Wharfedale Clinic: Musculoskeletal and Sports Medicine Services

### PROVIDED BY OUR INDEPENDENT DOCTORS: FREQUENTLY ASKED QUESTIONS

**(i) I've been told by someone else that I need to have an injection. Can I just book in for an injection without having a consultation?**

No, our doctors cannot treat on the basis of someone else's diagnosis or recommendation. They have a medical duty to assess you to make sure that any treatment they administer is appropriate. A consultation will be therefore be needed.

**(ii) What happens during a consultation?**

The first part of the consultation is a fact-finding exercise. This involves the doctor asking you specific questions about your condition and then performing a clinical examination. If you have had previous investigations such as x-ray or MRI and have the reports, these will also be considered alongside clinical findings. We do have ultrasound scanning equipment available which can be used (where appropriate) during the examination.

In most cases, this will provide sufficient information to provide a clinical diagnosis and the doctor will then be able to discuss the management/treatment options with you which is the next part of the consultation.

Sometimes however, further information is needed to determine the best course of action. This might be an investigation such as an x-ray or MRI scan but our doctors can refer you privately to a hospital or imaging centre for this (the hospital or imaging centre will charge you separately for carrying out the investigation)

**(iii) Can I discuss more than one musculoskeletal injury/problem or have treatment for multiple conditions at the same visit?**

Generally, we allocate appointment time for initial and follow up consultations (as well as appointments for a preplanned treatment) on the basis of **one condition**. Whether another condition can be addressed during the same consultation will depend upon whether there is appointment time remaining or not.

**(iv) Can I have a consultation and a treatment procedure at the same appointment?**

If the consultation is concluded earlier such that there is sufficient appointment time remaining to administer treatment AND if it is medically appropriate to do so, the doctor can often provide treatment at the same visit.

**(v) If I decide to come back at a later date for treatment, will I have to pay another consultation fee?**

If you are returning only to receive treatment that has been discussed and preplanned with you in the last six weeks, then you won't be charged another consultation fee. You will only be charged for your treatment at that visit.

**(vi) Is treatment guaranteed to work?**

Treatment will not be offered unless there is a good chance of success, but no medical or surgical treatment carried out by any practitioner carries any guarantee. Regardless of the treatment given by a healthcare professional, there will be a minority of patients who do not respond.

**(vii) Do I need a follow up consultation?**

Whilst we would appreciate feedback on treatment from all patients, follow up consultations aren't needed for everyone. We would, however, recommend that you arrange a follow up consultation if you are continuing to have problems. You can arrange a consultation by contacting our reception team on 01943 850950

**(viii) What should I wear to my appointment?**

A comprehensive musculoskeletal examination and musculoskeletal treatment will usually require a degree of undressing. Some patients like to bring a pair of shorts to change into prior to their appointment

**(ix) What should I bring with me to my appointment?**

Please bring:

- Details of any medication you are taking
- Details of any allergies
- Any reports of relevant investigations such as MRI scans, x-rays or blood tests you may have received because of your condition
- Details of your insurance and authorisation numbers if you are insured

**(x) Updating your details with us:**

Please let us know if any of your details have changed. For example, if you have previously seen our doctor but have changed your: Address, GP, Insurer (if insured), or the medication you are taking

Please also let us know if you have been diagnosed with any new conditions, or if you have recently undergone surgery or are about to undergo any surgery.

**(xi) Timekeeping**

The doctor will endeavour to see you at your allotted appointment time. However, due to the complex nature of some of the conditions that our patients present with, this is not always possible. We would ask that you arrange your appointment in such a way as to allow up to 25 minutes leeway if clinics are running late (although it would be unusual to be running as late as this).

You can help us with timekeeping by ensuring that you arrive promptly for your appointment. If it is your first visit, please try to arrive 5 minutes before your appointment since there will be a form for you to fill in.

*If there is anything else that you would like to ask us about which is not covered in this document, please contact a member of our reception team on 01943 850950. Thank you*