**Patient FAQ’s**

**Launch of Self-Referral Platform for Physiotherapy Service**

**27 September 2021**

***Who can self-refer to Physiotherapy?***

Any adult (≥18 years old) with a musculoskeletal problem, who is registered with a Mid Essex GP practice. All self-referrals will be triaged subject to the Provide Physiotherapy Service criteria, as commissioned by the local NHS.

***How do I know whether I need Physiotherapy?***

If you are experiencing musculoskeletal symptoms (e.g., back, shoulder, knee pain, etc.) that are not improving with self-management support via the website ( <https://providephysiotherapy.org.uk/> ), or if your primary care practitioner e.g., GP, First Contact Physiotherapist, Pharmacist, etc. has recommended it.

***What are the benefits to me for self-referring to Physiotherapy?***

You will be able to access physiotherapy quicker without having to book an appointment with your GP or other primary care practitioner first, resulting in earlier help on how best to manage your musculoskeletal problem and to return to your normal activities as soon as possible. You will also be able to provide more information regarding your specific musculoskeletal symptoms and how it is affecting you personally, which will help the Provide Physiotherapy Service know what level of support you are likely to need.

***How do I self-refer to Physiotherapy?***

Visit the website ( <https://providephysiotherapy.org.uk/self-referral/> ) to complete the online Physiotherapy Self-referral. If you provide any information that requires a medical assessment before physiotherapy, you will be directed to the appropriate service and will not be able to submit your self-referral.

***What happens after I have submitted my self-referral to Physiotherapy?***

You will receive an email/SMS confirming receipt of your self-referral and you will then be notified by the Provide Physiotherapy Service what level of support you are likely to need, based on the information you have provided, following a robust triage process.

***Will my GP practice be informed once I have self-referred to Physiotherapy?***

The Provide Physiotherapy Service will inform your GP practice once you have completed your care, unless your physiotherapist needs to discuss the further management with your GP during treatment, with your consent.

***Is my information safe when completing a Physiotherapy self-referral?***

Yes – All information you disclose is secure and kept for the minimum amount of time possible. Your data will be stored in anonymised format within the cloud resources that are deployed in a dedicated Virtual Private Cloud (VPC) within the London servers of Amazon Web Service (AWS). The databases are encrypted both at rest and in-transit using appropriate SSL/TLS encryption levels. The access right will be restricted to the development and maintenance team admin only when required. Moreover, data access logging has been incorporated, and regular reporting is performed.