Car Parking

There is a limited car parking available at Shepton Mallet Community Hospital. Please allow sufficient time to find a space and park in order to arrive for your appointment on time.

Your comments and suggestions

If you would like to contact our Patient Advice and Liaison Service (PALS) please telephone 01278 432022 or email pals@sompar.nhs.uk

Cancellations

If you need to cancel an appointment we would appreciate as much warning as possible, so that we can give this appointment to another patient.

Please phone: 01278 432020

This leaflet is available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please speak to a member of staff.

Date Issued: March 2017
Review Date: March 2019
Impact Assessed: November 2011
Author: Orthopaedic Assessment Service Manager
Version: 4
About the Service

Your GP has requested a specialist opinion regarding your musculoskeletal condition. This service is aimed at getting that opinion as soon as possible. The specialist clinic has been designed by the doctors and orthopaedic surgeons in your area and will ensure that you have an early assessment of your problem and the treatment that will most suit you.

The specialist clinic is based at Shepton Mallet Community Hospital. Please report to the reception desk and you will be directed to the appropriate area.

Initial Assessment

On your first appointment you will be seen by a doctor, specialist physiotherapist or podiatrist (orthopaedic practitioner) with experience in musculoskeletal conditions.

A full assessment will be undertaken and you will then be given advice regarding the treatment options for your condition. This may involve further investigations. As part of the assessment process, you may be asked to fill in some questionnaires. If you use reading glasses, please bring them with you.

The appointment will take approximately 30 minutes.

If you would like a chaperone to be present at any time, please ask the reception staff or your clinician.

If you arrive more than 15 minutes late for your appointment you may not be seen, but will be offered an appointment at a new date and time.

Investigations

If you need to have additional tests, for example an x-ray or a blood sample taken during this visit, this will extend the time you spend at the clinic.

Please inform the receptionist if you leave the waiting area during your appointment.

Treatment

The clinician you see will discuss and agree with you the action to be taken.

This may include recommendations for an operation, treatment at the clinic or advice and home exercises.

Progress

At the end of the clinic, you will either be discharged from the service, referred to another service or your progress will be reviewed at another clinic appointment.

If you need another appointment this will be arranged with you.

Please feel free to ask questions regarding any aspect of your treatment.

What to bring with you

- A list of any medications you are taking at the moment
- Your appointment letter
- Reading glasses (if used)

To allow examination during your appointment, please wear appropriate clothing, such as a vest top for shoulder problems.

Further Information

A wide variety of free information leaflets are available in the waiting area and from the clinicians.

The Outpatients Department has wheelchair access.

Smoking

Shepton Mallet Community Hospital is a no smoking environment and you are asked to respect this.