

Refer Yourself to Physiotherapy in 3 Easy Steps

Self-Referral Guide



What does self-referral mean?

It means you can refer yourself to our Physiotherapy service without needing to see your GP, or needing your GP to complete the referral for you.*

Is self-referral a new thing?

No - lots of health and wellbeing services allow you to refer yourself for assessment and treatment. We have considerable experience with self-referral into our physiotherapy service over many years.

We are currently working with some of our local hospitals to allow some of their patients to refer themselves to our service after visiting A&E or having had an operation.

What are the benefits of self-referral?

Self-referral gives you complete control over your physiotherapy referral, as you can complete it anywhere, anytime. It also helps to reduce the workload for GP teams.

Who can self-refer?

*Self-referral is open to all, however there are some exceptions. You will need to ask your GP team to refer you to our service if:

- You are between 12 and 16 years old with an MSK-related issue.
- You have learning or pronounced communication difficulties.
- You require a home visit for your MSK-related issue.
- You have a non-MSK related issue e.g. continence problems or a neurological complaint (i.e. Stroke or Parkinson's), as you will need a referral to another more appropriate team.

3 steps to referring yourself to MSK Physiotherapy:

1. Log onto our website:

norfolkandwaveneycommunityhealth.nhs.uk/msk/refer-yourself or scan here:



2. Complete the self-referral request form.

Fill out a few details about yourself and submit the form. We will then aim to send you a questionnaire within the next few days **via the Airmid app**. Please complete this questionnaire can tell us all about the problems you are experiencing.

Please make sure to check the Airmid app regularly to ensure you receive the questionnaire.

3. Download the free Airmid app.

You must have the Airmid app to receive the symptom questionnaire that we will send you once you have completed step 2. The app is available for all devices including phone/desktop.



Remember to allow all notifications once you have downloaded the app, so you don't miss any communications from us.

You can find out more about Airmid here:

norfolkandwaveneycommunityhealth.nhs.uk/msk/airmid

If you are unable to get the app, do not have a suitable device or access to the internet, call 01493 809977 and we will be able to help you complete the self-referral.

Please add services@ecchcic.nhs.uk to your email contacts, as we may contact you via email.

What happens next?

Once we receive your completed questionnaire, one of our physiotherapists will review the information you have provided and will get back to you. Our reply will likely contain

information relating to your complaint, some exercise ideas and some advice on what happens next.

If you have not heard from us within 4 weeks of completing your questionnaire or have any general queries about referring yourself to Physiotherapy, please call 01493 809977.



If you would like this leaflet in large print, audio, Braille or in a different language, please contact us on **01502 445447**.

Jej šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

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