

# Self-Referral to TIMS



**Tyneside  
Integrated  
Musculoskeletal  
Service**

**Tyneside Integrated Musculoskeletal Service**

A partnership between:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Gateshead Health NHS Foundation Trust

**TIMS** – Tyneside Integrated Musculoskeletal Services – is a joint Newcastle and Gateshead service which offers self-care and fast access to information, resources and expert opinion about a variety of back, neck, joint or general muscle conditions. Our aim is to help support you to get the right care, in the right place, first time.

From **Monday 1st October 2018**, if you are aged 16 years or older and registered with a GP in Newcastle or Gateshead, you can now refer yourself to our TIMS services without the need for a GP appointment.

## **What is self-referral?**

Self-referral means you can access local NHS physiotherapy and other musculoskeletal and pain services, without having to see a doctor first. It improves your access and waiting times and puts you in control of your care.

Self-referral is particularly suitable for people with conditions such as joint pain, strains and other injuries. If you have more complex needs you may still be advised to see your doctor.

## **What is Tyneside Integrated Musculoskeletal Service (TIMS)?**

A key feature of TIMS is to support people to self-manage their own musculoskeletal conditions through our dedicated website at **[www.tims.nhs.uk](http://www.tims.nhs.uk)** which provides a range of useful online guidance and advice.

If you need further assistance, you can refer yourself to our services by clicking the self-referral tab on the home page of the website.

There you will be directed to a secure and confidential site approved by the NHS (in accordance with the Data Protection Act 1998) and prompted to give the following information:

- name
- date of birth (you must be 16 or above)
- e-mail address
- contact telephone number
- registered GP practice
- your unique NHS number (which is available on any correspondence from your GP such as your prescription)

Once this information has been submitted and approved, you will be asked to complete a series of questions relating to your problem. Please answer these as fully as possible as it will help to ensure you are directed to the most appropriate part of our service.

If you are unable to access the resources and self-referral guide on the website, you can contact our dedicated TIMS support staff on **0191 445 2643**.

## **What happens next?**

The information you give will be looked at by a senior physiotherapist or other senior clinicians in TIMS who will suggest the best way to deal with your problem. This could involve a follow-up phone call to help us understand your problem further or we may offer some advice and send you some information and exercises by post or email.

A physiotherapist or one of our clinicians may want to see you in person or ask you to attend an exercise group and this will be arranged through our booking team.

It may also be decided that TIMS it not appropriate and you may be directed to another service or asked to make an appointment with your own GP.

## Help and advice

Our support team are here to help, if you have any queries or questions about TIMS or need an interpreter or information about your care in a different language.

Please ring or visit our website at:

**[www.tims.nhs.uk](http://www.tims.nhs.uk)** which provides online guidance and support on managing your musculoskeletal (MSK) condition effectively.

The NHS website also provides trusted online information and guidance on all aspects of health and healthcare to help you manage your condition and/or inform your choices about your health: **[www.nhs.uk](http://www.nhs.uk)**

## Feedback

We also welcome feedback from patients about their experiences with our service and this can be done through our patient advice and liaison (PALS) team on **0800 032 0202** or **[northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)**.

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