

Your Orthopaedic ICATS Appointment

What is Orthopaedic ICATS?

The Orthopaedic Integrated Clinical Assessment and Treatment Service (ICATS) is part of the Belfast Trust Orthopaedic Service at Musgrave Park Hospital.

Orthopaedic ICATS provide a range of specialist assessment and treatment services for patients referred with orthopaedic conditions. Our Assessment and Treatment clinics are mostly held at the Carlisle and Bradbury Centres.

What will happen at my appointment?

You will be seen for an initial consultation with a member of the Belfast ICATS team who is a fully qualified healthcare professional with advanced practice orthopaedic training and specialist skills in your condition. **Please note that you will only be seen for the condition for which you were referred.**

Following an assessment, the ICATS Specialist will discuss the management options with you which may include arranging for you to have further investigations, being offered treatment to help you better manage your condition or arranging for you to have a hospital outpatient appointment with a Consultant Orthopaedic Surgeon.

How can I help?

You can help ensure that we make the most of your appointment and that we do not impact on other patients' appointments by running over time:

- Prepare for your appointment – it is helpful to think about your symptoms in advance, how they impact on your daily activities, any treatments you have had to date, medication you take and your general health/other medical conditions. You may also want to consider whether you have any questions you would like to ask.
- If you would like someone to accompany you, please limit this to one person.
- You may be asked to undress for examination, therefore you may want to wear suitable clothing or bring something to change into such as a vest top or shorts. If you have a foot or ankle problem, please bring a pair of well-worn shoes and any inserts / corrective insoles that you wear.
- Please come in time for your appointment. If you arrive late for your appointment, you may not be seen.
- We operate a free appointment reminder service and you may be contacted via mobile phone or landline a few days before your appointment. If you do not wish to receive this service, please inform the Orthopaedic ICATS Booking Centre - 028 96159100.
- Let us know if you change your name, address, contact numbers or GP while you are attending ICATS so we can update our records.

What happens if I cannot attend?

If you cannot attend, let the clinic know giving as much notice as possible, as we may be able to offer the appointment to someone else.

Please note: **Patients who fail to attend without contacting us or who cancel more than two appointments will not normally be offered another appointment and will be discharged from our Service.**

Do I need to give my consent to assessment and treatment?

Before we examine or treat you, we need your consent. Usually you can simply tell us whether you agree with our suggestions however, you may be asked to sign a consent form for some treatments. You may want to ask some questions to help you decide about treatment and staff will try to answer your questions or discuss any concerns you may have. You can withdraw your consent at any time if you change your mind. Please ask if you would like a copy of the DHSSPS leaflet 'Consent It's up to you'.

What will you do with my information?

We will keep any records we have on you confidential and safe. We will not share your information with anyone else apart from your GP and members of the team involved with your care without your consent. If you do not wish your information to be shared, please let us know. Please ask if you would like a copy of the Belfast Trust's leaflet 'Protecting and using your information - Information for Patients and Service users'.

If you want to see or obtain copies of your records, you can speak to the person involved in your care or contact: **The Data Protection Office, 1st Floor Admin Building, Knockbracken Healthcare Park, Belfast, BT8 8BH. Telephone (028) 9504 6955**

How do I give feedback about the service?

Every effort will be made to provide you with the best possible care. We hope that you are happy with the service that we provide. If you are unhappy with any aspect of the service that has been provided or you would like to let us know about a good experience you have had with us, please do not hesitate to highlight this to the person you are dealing with. Alternatively you can tell your story at - <https://www.careopinion.org.uk> or **Phone 02895 043228**. We will use your feedback to improve the service we offer to patients.

We encourage you to raise any concerns as soon as possible and try to resolve any problems with staff involved at that time or with the Orthopaedic ICATS Manager. If you are unable to raise your concern at the time or you are unhappy with the action taken you can contact the Complaints Department on:

Complaints Department, 6th Floor, McKinney House, Musgrave Park Hospital
Belfast, BT9 7JB

Tel: (028) 9504 8000 (Monday-Friday: 10am-12pm)

Email: complaints@belfasttrust.hscni.net

**If you have any queries or would like further information please contact us at:
Orthopaedic ICATS Tel: 028 96159100.**