



e-RS (Choose and Book) Guide

Emma James July 2019





- MSK SPOA uses enhanced triage to ensure that patients access the correct service in a timely manner, this enhanced triage is carried out by Whittington Health MSK Staff within 1-2 days
- All adult MSK referrals will be triaged by a physiotherapist, podiatrist or Advanced Physiotherapy Practitioner within the MSK CATS Service (with consultant oversight) as appropriate
- MSK CATS (Clinical Assessment and Treatment Service) in the name of the clinic led by Advanced Physiotherapy Practitioners in Whittington Health
- Triage appointments are entitled "Whittington" on e-RS however this is NOT where patients need to be seen, secondary care provider is selected on the referral form and we can re-direct to different providers

Useful Information



- GP and patient information is found on hyperlink on referral form
- Please remember to link and upload investigation results (and request image IEP import to the Whittington if possible to facilitate triage)
- Patients can still self-refer for MSK Physiotherapy and Podiatry, online or paper version

Where to book into?

MSK TRIAGE SERVICE (MSK CATS) * <u>Details</u> MSK TRIAGE SERVICE (MSK Physiotherapy) * <u>Details</u> MSK TRIAGE SERVICE (MSK Podiatry) * <u>Details</u> MSK TRIAGE SERVICE (Orthopaedic) Whittington Hospital - RKE * <u>Details</u> MSK TRIAGE SERVICE (Pain Management) Whittington Hospital - RKE * <u>Details</u> MSK TRIAGE SERVICE (Rheumatology) Whittington Hospital - RKE * <u>Details</u>

We have set up 6 triage service clinics to ensure that they can be found if using a different speciality search



Where to book into?



When searching on e-RS there is NO musculoskeletal speciality option available

Therefore to book into our MSK Triage Service you can search for either:

- Podiatry
- Physiotherapy (this will also bring up MSK CATS)

Other search options include:

- Orthopaedics
- Rheumatology
- Pain management



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| 003 0772 2631 | 21-May-2018 09:16 | - | ALEXANDER, Adam | Cancelled | Referral | - | Dermatology/Not Otherwise Specified | |
| 003 0758 3298 | 17-May-2018 10:34 | - | DARKO, Kate | Cancelled | Referral | 17-May-2018 10:35 | Ophthalmology/Not Otherwise Specified | <u>^</u> |
| 03 0757 8531 | 17-May-2018 10:07 | - | DARKO, Kate | Cancelled | Referral | 17-May-2018 10:11 | Dermatology/Not Otherwise Specified | |
| 03 0743 0143 | 15-May-2018 11:08 | - | ALEXANDER, Adam | Cancelled | Referral | - | 2WW/2WW Lung | |
| 003 0742 7190 | 15-May-2018 10:53 | - | ALEXANDER, Adam | Cancelled | Referral | 15-May-2018 10:54 | 2WW/2WW Urology | |
| 003 0725 4964 | 11-May-2018 09:52 | - | ALEXANDER, Adam | Cancelled | Referral | 11-May-2018 09:53 | 2WW/2WW Lung | |
| 03 0717 5039 | 10-May-2018 09:29 | - | DARKO, Kate | Cancelled | Referral | 10-May-2018 09:29 | 2WW/2WW Lung | |
| 003 0715 5731 | U9-May-2018 16:01 | - | ALEXANDER, Adam | Cancelled | Referral | 09-May-2018 16:02 | 2vvvv/2vvvV Lung | |
| 0002 0655 2020 | 03-May-2018 15:27 | - | ALEAANDER, Adam | Cancelled | Referral | 03-May-2018 15:29 | Dermatology/Eczema and Dermatitis | |
| 0003 0600 2636 | 25-Apr-2018 11:58 | | DARKO, Kate | Cancelled | Referral | 25-Apr-2018 12:00 | Dermetology/Eczeme and Dermetitis | |
| 0003 0041 0/11 | 25-Apr-2010 11:00 | - 28-Apr-2018 00-00 | ALEXANDER Adom | Pact | Referral | 25-Apr-2010 12:00 | Cardiology/Eczema and Dermatus | |
| 0003 0574 4895 | 12-Apr-2018 12:16 | 20 April 2010 08:00 | DARKO, Kate | Cancelled | Referral | | Rheumatology/Inflammatory Arthritis | |
| 0003 0573 4871 | 12-Apr-2018 11:14 | - | DARKO, Kate | Cancelled | Referral | | Rheumatology/Inflammatory Arthritis | |
| 0003 0572 5327 | 12-Apr-2018 10:15 | - | DARKO, Kate | Cancelled | Referral | - | Rheumatology/Inflammatory Arthritis | |
| 0003 0553 9831 | 09-Apr-2018 14:17 | - | DARKO, Kate | Cancelled | Referral | - | Rheumatology/Inflammatory Arthritis | |
| 0003 0553 1403 | 09-Apr-2018 13:02 | - | DARKO, Kate | Cancelled | Referral | 09-Apr-2018 13:03 | Rheumatology/Musculoskeletal | |
| 0003 0367 7071 | 27-Feb-2018 11:08 | - | DARKO, Kate | Cancelled | Referral | - | Diabetic Medicine/General Diabetic Management | |
| 0003 0310 8614 | 14-Feb-2018 13:58 | | | | | | | |
| | 111100-2010 10:00 | - | DARKO, Kate | Cancelled | Referral | - | Pain Management/Pain Management | |
| 0003 0292 3840 | 09-Feb-2018 16:23 | | DARKO, Kate DARKO, Kate | Cancelled Request | Referral A & G | - | Pain Management/Pain Management Surgery - Not Otherwise Specified/Lumps and Bumps | |

Surgery - Not Otherwise Specified/Lumps and Bumps

Cancelled

09-Feb-2018 08:57

0003 0287 0980 09-Feb-2018 08:5

Clinical Information Check



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| Date of Birth: | 18/12/108/ | 21 | | | | | Boar Lane Leeds | |
| Age: | 57 years | | | | | | West Yorkshire LS1 6AE | |
| Gender: | Unspecifie | i | | | | | | |
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| 0003 0757 8531 | 17-May-2018 10:07 | | DARKO | | | No Yes | Clinical Context Dermatology/Not Otherwise Specified Onthalmology/Not Otherwise Specified | |
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Service Search Criteria





Service Search Criteria: Example



| https://nww.ebs.ncrs.n | hs.uk/main $\mathcal{P} \star \oplus \mathcal{O}$ 🔤 e-Referral Service X | |
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| Help Alerts (1) | Darko, Kate Referring Clinician WHITTINGTON HEALTH NHS TRUST Preferences Log Out | |
| Convice Search Criteria | | |
| Service Search Criteria | | Routine |
| Search By | | |
| *Request Type | Priority | |
| | | |
| *Enter one or more of the following fiel Clinical Term 6 | ds. Entering information in more than one row may reduce the services returned. | Rheumatology |
| | | |
| Specialty | Clinic Type | |
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| Named Clinician 🖲 | | Musculoskeletal |
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| Commissioning Organisation | NHS ENGLAND LONDON | |
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| | | Search All |
| | Cancel Add Additional Requirements View/Modify Shortlist Search Primary Care Search All | Search All |

Service Selection - 1



Name of different clinics

MSK TRIAGE SERVICE (MSK CATS) * Details

MSK TRIAGE SERVICE (MSK Physiotherapy) * Details

MSK TRIAGE SERVICE (MSK Podiatry) * Details

MSK TRIAGE SERVICE (Orthopaedic) Whittington Hospital - RKE * Details

MSK TRIAGE SERVICE (Pain Management) Whittington Hospital - RKE * Details

MSK TRIAGE SERVICE (Rheumatology) Whittington Hospital - RKE * Details

lick Send for Triage

| Select | Miles | Appointment Type | Service Name | Indicative Appointment Wait () |
|-----------------|-------|-------------------------|--|-----------------------------------|
| | 0 | Telephone Assessment | MSK Triege Service (MSK CATS) NOT AN APPOINTMENT - Whittington Hospital RKE | 9 Days |
| Send for Triage | < 0 | Triage Service | TEST MSK RAS 2 | N/A |
| | 1 | AHP Clinic | Premier Therapy - AQP Back and Neck Pain Musculoskeletal Treatment Service | Limited Availability |
| | | بالأنبا محاولا | Prod Therapy Occupation Through - Prod Alter Prode | which shat A |

Referral criteria reminder appears



| | //nww.ehs | ncrs.nhs.uk/main | | Q - A C Referral Service | • × | | | |
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| e Deferral Sen | vice | | | A DW. Ehe depetuse (Mr) Conde | barko, Kate Referring Cliff | | | |
| e-ivelenal Serv | | | Patient, AATESTPATIENT | AADW, Ebs-donotuse (Mir) Gende | | | v NHS | |
| Service Selection | | | | | | | | |
| Service Search Criteri | | | | Review Referral Criteria | | | | |
| | Please ch | eck that the following referral criteria meet | the requirements of your patient. If not de-s | elect the service. | | | | |
| Displaying 99 of 100+ r | Soloat | Service Name | Reference Alext | Evalucions | Conditions Treated | Surrected Investigation | | |
| Group By: None | | MSK TRIAGE SERVICE | EXCLUDES Urgent Red Flags, Cancer | Before allocating an appointment the | Any MSK related condition MSK | Suggester investigation | | |
| | | (Rheumatology) Whittington Hospital - RKE | and non MSK pain, post surgical problems and acute trauma | referred information will be reviewed via the MSK triage service. If the referral is | Physiotherapy Web page | | | |
| ✓ (Results returned) | | | | appointment in the appropriate service. | 7 | | | |
| Select N | | | | | | | | |
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| Restricted | | | 15 M/A | | Cancel Back with sele | cted services Continue with selected service | HOSATAL | Services |
| | 3 First | utpatient Rheumatology General - F | Finchley Memorial Hospital RAL 80 | Days 15 weeks | Yes | FINCHLEY MEMORIA | | |
| | | | | | | Cancel Search Criteria | Appointment Search Request | |
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Check Patient Details



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| - (| tps://nww.ebs.ncrs.nhs.u | ¢/main | | ש לא <u>ר</u> | e-Referral Service | × | | | | ₩ 🛠 🗄 |
| Alerts (1 | 0 - | | | | Darko | o, Kate R | eferring Clinician | WHITTINGTO | IN HEALTH NHS TRUST Preference | es Log O |
| -Referral S | ervice | | nt: XXTESTPATI | ENTAADW, Ebs-don | otuse (Mr) Gender: Unspec | | | | ars NHS: 999 007 7827 | <u>VHS</u> |
| rvice Selecti | on | | | | | | | | | |
| Service Search Cr | iteria | | | | | | | | | |
| | | | | | | | | | | |
| Displaying 99 of 10 | 20+ matching services. Please | refine your search criteria if you cannot find the | services you require | | | | | | | |
| Group By: None | v | Compare Services | | | | | | | | |
| . (Pasults satu | mad: 92) | | | | | | | | | |
| | Appointment | | | Check Patien | t Details | tly | Referrer | Link to NHS | | _ |
| Select | Willes Type | Early Arthritis Rheumatology Service - White | Please ensure | that the patient's details a | re correct. If they are not up to | ble | Alert | Choices | Location | |
| | 0 First outpatient | RKE | date, this may setting the Cor contacted by te | result in a delay to care. T nsent to Call Back to 'No' v elephone. If the patient's d | he patient needs to be aware that will prevent them from being etails are correct, click 'OK' to | | 0 | 0 | | - 17 |
| | Assessment | MSK TRIAGE SERVICE (Rheumatology) W | continue. If not | t, click 'Update Person'. | | | 6 | 8 | | |
| | 0 Service | RKE Rheumatology ESP Injection Clinic - Whittin | Patient Name: | XXTESTPATIENTA | ADW, Ebs-donotuse (Mr) | | 6 | 6 | THE WHITTINGTON HOSPITAL | |
| | 0 First outpatient | Rheumatology Service - Whittington Hospita | Address: | c/o HSCIC TEST DA Assurance, 1 Trevel | ATA MANAGER, Solution | | | A | THE WHITTINGTON HOSPITAL | |
| | 1 First outpatient | Back Pain Clinic-Rheumatology-Royal Free | | Boar Lane Leeds | , | | | 6 | ROYAL FREE HOSPITAL | |
| | 1 First outpatient | General Rheumatology-Rheumatology-Roy | | LS1 6AE | | | | 0 | ROYAL FREE HOSPITAL | |
| | 1 First outpatient | Joint Injection Clinic-Rheumatology-Royal P | Consent to Call Back: | Yes | | | | 0 | ROYAL FREE HOSPITAL | |
| | 1 First outpatient | Psoriatic Arthritis-Rheumatology-Royal Free | Telephone | Mobile : 07867 9877 | 781 | | | 0 | ROYAL FREE HOSPITAL | |
| | 1 First outpatient | Sarcoid-Rheumatology-Royal Free Hospital | | | Update Person | ок | \leftarrow | | | |
| | 1 First outpatient | Scleroderma-Rheumatology-Royal Free Hos | pital-RAL | 10 Days | 15 weeks | Yes | | 0 | ROYAL FREE HOSPITAL | |
| | 2 First outpatient | Adult Chronic Musculoskeletal Pain - Rheum UCLH - RRV | atology Dept - | 74 Days | 13 weeks | Yes | 0 | 0 | UNIVERSITY COLLEGE HOSPITAL | |
| | 2 First outpatient | Adult General Rheumatology - Rheumatolog RRV | y Dept - UCLH - | 53 Days | 13 weeks | Yes | 0 | 0 | UNIVERSITY COLLEGE HOSPITAL | |
| | 2 First outpatient | Carpel Tunnel Clinic - Rheumatology Dept - | UCLH - RRV | Limited Availability | 13 weeks | Yes | 0 | 0 | UNIVERSITY COLLEGE HOSPITAL | |
| | 2 First outpatient | Early Inflammatory Arthritis- Rheumatology I | Dept - UCLH - RRV | Limited Availability | 13 weeks | Yes | 0 | 0 | UNIVERSITY COLLEGE HOSPITAL | |
| | 2 First outpatient | Orthopsedic Hospital | et - Royal National | Limited Availability | 14 weeks | Yes | | 0 | HOSPITAL (BOLSOVER STREET) | |
| | 2 First outpatient | Orthopaedic Hospital -RAN | al National | Limited Availability | 14 weeks | Yes | 0 | 0 | HOSPITAL (BOLSOVER STREET) | |
| | 2 First outpatient | Upper Limb Clinic - Rheumatology Dept - U | CLH - RRV | 30 Days | 13 weeks | Yes | | 0 | UNIVERSITY COLLEGE HOSPITAL | |
| | 3 First outpatient | Medicine - UCLH - RRV | ai for integrated | Limited Availability | 13 weeks | Yes | | 0 | INTEGRATED MEDICINE | ~ |
| | 3 First outpatient | Rheumatology - Hosp for Integrated Med - U | ICLH - RRV | Limited Availability | 13 weeks | Yes | | 0 | INTEGRATED MEDICINE | ~ |
| | 3 First outpatient | Complementary Rheumatology - Hospital for Medicine - UCLH - RRV | Integrated | 42 Days | 13 weeks | Yes | | 0 | INTEGRATED MEDICINE | R |
| Restricted | 3 First outpatient | Restricted Urgent Rheumatology - Main Out Department - Homerton - RQX | patients | Limited Availability | 14 weeks | Yes | 0 | 0 | HOMERTON UNIVERSITY HOSPITA | |
| | 3 First outpatient | Rheumatology General - Finchley Memorial | Hospital RAL | 80 Days | 15 weeks | Yes | | 0 | FINCHLEY MEMORIAL HOSPITAL | |

Add Referral Letter



After creating the request the referrer must add referral letter (using the SPOA referral form)

| The triage request has been submitted successfully UBRN Created Date Mon 01-Jul-2019 09:36 UBRN 0003 3101 3621 Outsain Company Clinical Term Specially Physiotherapy Clinic Type Not Otherwise Specified Priority Routine Content Sensitive No Service Name TEST MSK RAS 2 Location THE WHITTINGTON HOSPITAL Inical referral information (e.g. Referral Letter) must be added for the triage to take place. |
|--|
| UBRN Created DateMon 01-Jul-2019 08:36UBRN0003 3101 3621Clinical Term-SpecialityPhysiotherapyClinic TypeNot Otherwise SpecifiedPriorityRoutineContent SensitiveNoService NameTEST MSK RAS 2LocationTHE WHITTINGTON HOSPITALIt content information and the specified of the triage to take place. |
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| Clinic Type No Otherwise Specified Priority Routine Content Sensitive No Service Name TEST MSK RAS 2 Location THE WHITTINGTON HOSPITAL Inical referral information (e.g. Referral Letter) must be added for the triage to take place. |
| Priority Routine Content Sensitive No Service Name TEST MSK RAS 2 Location THE WHITTINGTON HOSPITAL Image: Clinical referral information (e.g. Referral Letter) must be added for the triage to take place. |
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Click Add Referral Letter

Upload Referral



Haringey and Islington Musculoskeletal Service



Haringey & Islington Musculoskeletal Service (H&I MSK) provides a single point of access for all patients presenting with MSK pain

Please note: When referring into the MSK Single Point of Access you must book into one of the following on e-RS:

MSK TRIAGE SERVICE (MSK CATS)

- MSK TRIAGE SERVICE (MSK Physiotherapy)
 - MSK TRIAGE SERVICE (MSK Podiatry)

MSK TRIAGE SERVICE (Orthopaedic) Whittington Hospital - RKE

MSK TRIAGE SERVICE (Pain Management) Whittington Hospital - RKE

MSK TRIAGE SERVICE (Rheumatology) Whittington Hospital – RKE

Please note that the clinic type is telephone appointment but this is a virtual appointment

Patients can still choose to be seen by a different secondary care provider (selected below)

If you have queries, please contact MSK via email address: msk.haringey-islington@nhs.net or telephone 0207 288 3317

| Patient | | Referrer | |
|---------------|-----------------------------|-----------------------|--|
| Name | Full Name(inc. middle) | Name | Current User |
| Address | Home Full Address (stacked) | Practice Name | Organisation Name |
| Telephone | Patient Home Telephone | Practice Address | Organisation Full Address (stacked) |
| Mobile | Patient Mobile Telephone | GP Practice code | Organisation National Practice Code |
| Date of Birth | Date of Birth | Telephone | Organisation Telephone Number |
| NHS Number | NHS Number | Fax | Organisation Fax Number |
| Gender | Gender(full) | Email (NHS) | Organisation E-mail Address |
| Email | Patient E-mail Address | | |
| Ethnicity | Ethnic Origin | Date of this referral | Short date letter merged |

| Defensel Details | The she was a supervise distillar as indicate in fact that has if success | olialı Mara | -Une |
|-------------------------------------|---|-----------------------------|-------|
| Referral Details | lick the most appropriate discipline for indicate in free text box if unsure | Сіск ігарі | plies |
| MSK Physiotherapy | 1:1 physiotherapy/Group Education first/ Community Chronic Pain Programme. Onward referral to Advanced Physiotherapy Practitioners to transfer care directly where necessary | MSK PHYSIO | |
| MSK Podiatry | Plantarfasciitis, Achilles tendonitis, limb length discrepancy, neuromas, hallux and valgus and limitus, posterior tendon dysfunction, in toeing, pes planus and pes cavus and planus foot types | MSK POD | |
| MSK COMPLEX | All referrals into MSK COMPLEX will be triaged by Advanced Physiotherapy | MSK CATS | |
| Includes: MSK CATS, | Practitioners (with Consultant oversight) to ensure the patient is seen in the right service. | ORTHO | |
| Orthopaedics, Spinal | MSK CATS = MSK Clinical Assessment & Treatment Service includes the | SPINAL | |
| Complex Pain | option to refer for investigations and deliver injections as appropriate as well as assessment of specialist need and directing as needed e.g. for | PAIN | |
| management, Rheumatology | orthopaedic surgery opinion, pain management, routine rheumatology | RHEUM | |
| INFLAMATORY ARTHRITIS SERVICE | This is an Urgent service for cases of suspected persistent synovitis with no clear cause. <u>Referral criteria: both required</u> 1. Persistent signs of joint inflammation of unknown cause 2. Clinically evident inflammation affecting 2 joints or more | INFLAM ARTHRI C1. C2. | |

Please remember to use SPOA referral form to ensure we have all required information to avoid referral being rejected

Print Letter

Print letter for patient

Private and confidential Mr Ebs-Donotuse Xxtestpatientaadw c/o HSCIC TEST DATA MANAGER Solution Assurance, 1 Trevelyan Sq. Leeds LS1 6AE

27 June 2019 NHS number: 999 007 7827

Your referral is being reviewed

WHITTINGTON HEALTH NHS TRUST has referred you to: TEST MSK RAS 2.

You do not need to do anything at this stage.

You will be contacted by either:

TEST MSK RAS 2 if you need to be seen

or

WHITTINGTON HEALTH NHS TRUST if the clinic sends any other advice.

What to do if you have not been contacted

Please wait until 11th July 2019.

If you have not been contacted by this date, call TEST MSK RAS 2 using the referral details shown here.

TEST MSK RAS 2

0207 288 5289

9am-5pm

Referral Details Booking reference number

0003 3089 4462

Access code

Whittington

This is the end of the letter.

Page 1 of 1



Patient Information Letter





Please find the patient information leaflet– via hyperlink on referral form

Patient Information Leaflet: Haringey and Islington MSK Service

Musculoskeletal (MSK) Services

These are services for people with musculoskeletal conditions, for example, back and neck pain, other joint or muscle pain, strains and sprains, arthritis, sciatica. Our team includes health professionals covering all musculoskeletal specialist areas who can provide a comprehensive assessment and range of treatments and management plans in a community or hospital setting.

Before your appointment, visit our website <u>www.whittington.nhs.uk/msk</u> for information, leaflets and videos on how you can begin to help your pain and return to your usual activities.

What happens now?

An experienced clinician looks at the information provided to ensure you see the right professional. That might be a Physiotherapist, an Advance Practice Physiotherapist, a Podiatrist, an Orthopaedic Surgeon, a Rheumatologist or a Pain Management Specialist. Our service will then contact you to by text or telephone. (so do make sure your GP has your correct number) or letter to book an appointment. At your appointment you will have a thorough assessment and an opportunity to have your questions answered. Some of our appointments (for example Back pain or knee arthritis) start with a group education session followed by an assessment. Following your assessment, a treatment plan will be decided with you. This may include advice, specific exercises, group exercises or a variety of specialist treatments with the aim of helping you return to your usual activities. All of our services can refer you onto to a different specialty within the MSK service, if required.

health centers and hospital sites in <u>Haringev</u> and Islington. You will be offered the earliest appointment available and you will be given a choice of venues.

Our services are offered over a variety of community

What to wear?

Where will I be seen?

During your assessment you might be required to carry out a number of movements. Therefore we recommend you wear suitable loose fitting clothing. You may be asked to expose the body part to be assessed to allow full assessment of your condition.

What if I need to go to hospital?

You will be able to choose which hospital you wish to be treated in and a referral will be arranged through our support team.

Data protection and patient confidentiality

Sharing your data is always anonymised and

cannot be traced back to you personally. This

improve the local population's health by

you for being partners in improving care.

Patient and GP support, comments,

enables the service to continually improve and

looking at trends in musculoskeletal problems

and what treatments help the most. Thank

To make an appointment

Refer yourself into MSK Physiotherapy or MSK Podiatry: Complete an online self-referral form www.whittington.nhs.uk/msk, you can also print out and send to us via email or post to the address below

GP referral: Make an appointment with your GP who will decide if you may benefit from a referral to the service. You will then be contacted by the service to arrange an appointment.

Important information

To contact us

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Attending your appointment, informing us in good time if you, need to cancel helps, reduce walking times, for all patients, and, reduce, costs, to the, NKS, if you need to change your appointment or no longer need an assessment, please call us below at least 48 hours prior to your appointment so that it can be offered to someone else.

If you are late for your appointment it may be rescheduled and if you do not attend your appointment without notifying us, you will be discharged from the service.

Let us know when you book if you need a interpreter.

complaints and suggestions.

Post: MSK Haringey, & Islington Service, Physiotherapy Department, Old Nurses Home, Maedala, Avenue, London NIS SNF

Email: msk.haringey-islington@nhs.net Web: whittington.nhs.uk/msk

Web: whittington.nhs.uk/msk