

e-RS (Choose and Book) Guide

Emma James

July 2019

Background



- 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) * [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](#)

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

MSK Physiotherapy

MSK Podiatry

All other MSK/ Complex

MSK Triage Service
(MSK Physiotherapy)

MSK Triage Service
(MSK Podiatry)

MSK Triage Service (MSK CATS)

Or any of the below

MSK Triage Service
(Orthopaedics)

MSK Triage Service
(Rheumatology)

MSK Triage Service
(Pain management)

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

Choose and Book e-Referral Service home page

Browser address bar: <https://nww.ebs.ncrs.nhs.uk/main>

Page title: e-Referral Service

Navigation: Patient | Worklists | Directory of Services | Enquiries | Reports | Alerts

Search By: NHS Number UBRN Demographics

NHS Number:

Name: XXTESTPATIENTAADW, Ebs-donotuse (Mr) Telephone: 07957 097781 Address: c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1 Trevelyan Sq, Boar Lane, Leeds, West Yorkshire LS1 6AE
 NHS Number: 999 007 7827
 Date of Birth: 16/12/1980
 Age: 57 years
 Gender: Unspecified

Patient Activity List - Displaying patient activity within the last 18 months only.

Show All Non-Archived Referrals

Last Refresh: 21-May-2018 10:14

UBRN	Requested Date/Time	Appointment	Referred By	Category	Referral Type	Clinical Information Last Updated	Clinical Context
0003 0772 2631	21-May-2018 09:16	-	ALEXANDER, Adam	Cancelled	Referral	-	Dermatology/Not Otherwise Specified
0003 0758 3298	17-May-2018 10:34	-	DARKO, Kate	Cancelled	Referral	17-May-2018 10:35	Ophthalmology/Not Otherwise Specified
0003 0757 6531	17-May-2018 10:07	-	DARKO, Kate	Cancelled	Referral	17-May-2018 10:11	Dermatology/Not Otherwise Specified
0003 0743 0143	15-May-2018 11:08	-	ALEXANDER, Adam	Cancelled	Referral	-	2WW/2WW Lung
0003 0742 7190	15-May-2018 10:53	-	ALEXANDER, Adam	Cancelled	Referral	15-May-2018 10:54	2WW/2WW Urology
0003 0725 4964	11-May-2018 09:52	-	ALEXANDER, Adam	Cancelled	Referral	11-May-2018 09:53	2WW/2WW Lung
0003 0717 5039	10-May-2018 09:29	-	DARKO, Kate	Cancelled	Referral	10-May-2018 09:29	2WW/2WW Lung
0003 0715 5731	09-May-2018 16:01	-	ALEXANDER, Adam	Cancelled	Referral	09-May-2018 16:02	2WW/2WW Lung
0003 0691 3654	03-May-2018 15:27	-	ALEXANDER, Adam	Cancelled	Referral	03-May-2018 15:29	Dermatology/Eczema and Dermatitis
0003 0655 2636	27-Apr-2018 10:46	-	DARKO, Kate	Cancelled	Referral	27-Apr-2018 10:49	Orthopaedics/Knee
0003 0641 8711	25-Apr-2018 11:58	-	DARKO, Kate	Cancelled	Referral	25-Apr-2018 12:00	Dermatology/Eczema and Dermatitis
0003 0639 2327	25-Apr-2018 09:30	20-Apr-2018 09:00	ALEXANDER, Adam	Past	Referral	25-Apr-2018 09:30	Cardiology/Heart Failure
0003 0574 4895	12-Apr-2018 12:16	-	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 13:56	-	DARKO, Kate	Cancelled	Referral	-	Pain Management/Pain Management
0003 0292 3840	09-Feb-2018 16:23	-	DARKO, Kate	Request	A & G	-	Surgery - Not Otherwise Specified/Lumps and Bumps
0003 0287 1336	09-Feb-2018 08:59	-	DARKO, Kate	Cancelled	Referral	09-Feb-2018 09:01	Ophthalmology/Glaucoma
0003 0287 0980	09-Feb-2018 08:56	-	DARKO, Kate	Cancelled	Referral	09-Feb-2018 08:57	Surgery - Not Otherwise Specified/Lumps and Bumps

Insert NHS number

Click Refer/Advice

Clinical Information Check



Browser: <https://nww.ebs.ncrs.nhs.uk/main> | e-Referral Service

Alerts (1) | Darko, Kate | Referring Clinician | WHITTINGTON HEALTH NHS TRUST | Preferences | Log Out

e-Referral Service

Search By: NHS Number UBRN Demographics

NHS Number: 999 | 007 | 7827

Clear | Search

Name: XXXTESTPATIENTAADW, Ebs-donotuse (Mr) | Telephone: 07867 987781 | Address: c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1 Trevelyan Sq, Scar Lane, Leeds, West Yorkshire LS1 9AE

Update Person | Refer/Advise

Patient Activity List - Displaying patient activity within the last 18 months only.

Show All Non-Archived Referrals

Last Refresh: 21-May-2018 10:14

Refresh List | Print List | View Archive

UBRN	Requested Date/Time	Appointment	Referrals	Clinical Context
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0003 0758 3298	17-May-2018 10:34	-	DARKO,	Ophthalmology/Not Otherwise Specified
0003 0757 8531	17-May-2018 10:07	-	DARKO, Kate	Dermatology/Not Otherwise Specified
0003 0743 0143	15-May-2018 11:08	-	ALEXANDER, Adam	2WWW/2WW Lung
0003 0742 7190	15-May-2018 10:53	-	ALEXANDER, Adam	2WWW/2WW Urology
0003 0725 4964	11-May-2018 09:52	-	ALEXANDER, Adam	2WWW/2WW Lung
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0003 0639 2327	25-Apr-2018 09:30	26-Apr-2018 09:00	ALEXANDER, Adam	Cardiology/Heart Failure
0003 0574 4895	12-Apr-2018 12:16	-	DARKO, Kate	Rheumatology/Inflammatory Arthritis
0003 0573 4871	12-Apr-2018 11:14	-	DARKO, Kate	Rheumatology/Inflammatory Arthritis
0003 0572 5327	12-Apr-2018 10:15	-	DARKO, Kate	Rheumatology/Inflammatory Arthritis
0003 0553 9831	09-Apr-2018 14:17	-	DARKO, Kate	Rheumatology/Inflammatory Arthritis
0003 0553 1403	09-Apr-2018 13:02	-	DARKO, Kate	Rheumatology/Musculoskeletal
0003 0367 7071	27-Feb-2018 11:08	-	DARKO, Kate	Diabetic Medicine/General Diabetic Management
0003 0310 8614	14-Feb-2018 13:56	-	DARKO, Kate	Pain Management/Pain Management
0003 0292 3840	09-Feb-2018 16:23	-	DARKO, Kate	Surgery - Not Otherwise Specified/Lumps and Bumps
0003 0287 1336	09-Feb-2018 08:59	-	DARKO, Kate	Ophthalmology/Glaucoma
0003 0287 0980	09-Feb-2018 08:56	-	DARKO, Kate	Surgery - Not Otherwise Specified/Lumps and Bumps

Clinical Information Check

Do you have adequate clinical information to proceed with this referral?

No | Yes

Click yes

Service Search Criteria



https://nww.ebs.ncrs.nhs.uk/main e-Referral Service

Help Alerts (1) Darko, Kate Referring Clinician WHITTINGTON HEALTH NHS TRUST Preferences Log Out

e-Referral Service Patient: XXTESTPATIENTAADW, Ebs-donotuse (Mr) Gender: Unspecified Date of birth: 16/12/1960 Age: 57 years NHS: 999 007 7827 NHS

Service Search Criteria

Search By

*Request Type: Referral
*Priority: -- Select --

Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

*Clinical Term
*Specialty
*Named Clinician

Refine Your Search With

Distance within: [] miles of Postcode: [] [] []
Indicative Wait Time Less Than: [] Days
Organisation or Site Name: []
Age and Gender Appropriate Services Only:

Additional Options

Sort By: Distance
Content Sensitive:

Referring Information

Initial Referring Clinician/Organisation: DARKO, Kate / WHITTINGTON HEALTH NHS TRUST
Commissioning Organisation: NHS ENGLAND LONDON

Cancel Add Additional Requirements View/Modify Shortlist Search Primary Care Search All

Choose priority:
Routine

Choose speciality:
- Physiotherapy
- Rheumatology
- Orthopaedics
- Pain Management

Choose Clinic type:
- Musculoskeletal

Change postcode to
N19

Service Search Criteria: Example



Browser: https://www.ebs.ncrs.nhs.uk/main | e-Referral Service | Patient: XXTESTPATIENTAADW, Ebs-donotuse (Mr) Gender: Unspecified Date of birth: 16/12/1960 Age: 57 years NHS: 999 007 7827

Service Search Criteria

Search By

*Request Type: Referral (dropdown) | *Priority: Routine (dropdown)

Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

Clinical Term: [text input]

Specialty: Rheumatology (dropdown) | Clinic Type: Musculoskeletal (dropdown)

Named Clinician: [text input]

Refine Your Search With

Distance within: [text input] miles of Postcode: [dropdown] n19 [text input]

Indicative Wait Time Less Than: [text input] Days

Organisation or Site Name: [text input]

Age and Gender Appropriate Services Only:

Additional Options

Sort By: Distance (dropdown)

Content Sensitive:

Referring Information

Initial Referring Clinician/Organisation: DARKO, Kate / WHITTINGTON HEALTH NHS TRUST
Commissioning Organisation: NHS ENGLAND LONDON

Buttons: Cancel | Add Additional Requirements | View/Modify Shortlist | Search Primary Care | Search All

Routine

Rheumatology

Musculoskeletal

N19

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](#)

Click Send for Triage

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait ⓘ
<input type="checkbox"/>	0	Telephone Assessment	MSK Triage Service (MSK CATS) NOT AN APPOINTMENT - Whittington Hospital RKE	9 Days
<input type="button" value="Send for Triage"/>	0	Triage Service	TEST MSK RAS 2	N/A
<input type="checkbox"/>	1	AHP Clinic	Premier Therapy - AQP Back and Neck Pain Musculoskeletal Treatment Service	Limited Availability
<input type="checkbox"/>			Hand Therapy Occupational Therapy - Guy's Site - Guy's	

Referral criteria reminder appears



Review Referral Criteria

Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.

Select	Service Name	Referrer Alert	Exclusions	Conditions Treated	Suggested Investigation
<input checked="" type="checkbox"/>	MSK TRIAGE SERVICE (Rheumatology) Whittington Hospital - RKE	EXCLUDES Urgent Red Flags, Cancer and non MSK pain, post surgical problems and acute trauma	Before allocating an appointment the referred information will be reviewed via the MSK triage service. If the referral is accepted, patient will be offered a timely appointment in the appropriate service.	Any MSK related condition MSK Physiotherapy Web page	

Buttons: Cancel, Back with selected services, Continue with selected services

Click Continue with selected services

Check Patient Details



Browser: <https://www.ebs.ncrs.nhs.uk/main> | e-Referral Service

Help | Alerts (1) | Darko, Kate | Referring Clinician | WHITTINGTON HEALTH NHS TRUST | Preferences | Log Out

e-Referral Service | Patient: XXTESTPATIENTAADW, Ebs-donotuse (Mr) Gender: Unspecified Date of birth: 16/12/1960 Age: 57 years NHS: 999 007 7827

Service Selection

Service Search Criteria

Displaying 99 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

Group By: None | Compare Services

(Results returned: 93)

Select	Miles	Appointment Type	Service Name	Availability	Referrer Alert	Link to NHS Choices	Location
<input type="checkbox"/>	0	First outpatient	Early Arthritis Rheumatology Service - Whittington Hospital - RKE				THE WHITTINGTON HOSPITAL
<input type="checkbox"/>	0	First outpatient	MSK Appt Service: Rheumatology - Whittington Hospital - RKE				THE WHITTINGTON HOSPITAL
<input checked="" type="checkbox"/>	0	Assessment Service	MSK TRIAGE SERVICE (Rheumatology) - Whittington Hospital - RKE				THE WHITTINGTON HOSPITAL
<input type="checkbox"/>	0	First outpatient	Rheumatology ESP Injection Clinic - Whittington Hospital - RKE				THE WHITTINGTON HOSPITAL
<input type="checkbox"/>	0	First outpatient	Rheumatology Service - Whittington Hospital - RKE				THE WHITTINGTON HOSPITAL
<input type="checkbox"/>	1	First outpatient	Back Pain Clinic-Rheumatology-Royal Free Hospital - RAL				ROYAL FREE HOSPITAL
<input type="checkbox"/>	1	First outpatient	General Rheumatology-Rheumatology-Royal Free Hospital - RAL				ROYAL FREE HOSPITAL
<input type="checkbox"/>	1	First outpatient	Joint Injection Clinic-Rheumatology-Royal Free Hospital - RAL				ROYAL FREE HOSPITAL
<input type="checkbox"/>	1	First outpatient	Psoriatic Arthritis-Rheumatology-Royal Free Hospital - RAL				ROYAL FREE HOSPITAL
<input type="checkbox"/>	1	First outpatient	Sarcoid-Rheumatology-Royal Free Hospital - RAL				ROYAL FREE HOSPITAL
<input type="checkbox"/>	1	First outpatient	Scleroderma-Rheumatology-Royal Free Hospital-RAL	10 Days	15 weeks	Yes	ROYAL FREE HOSPITAL
<input type="checkbox"/>	2	First outpatient	Adult Chronic Musculoskeletal Pain - Rheumatology Dept - UCLH - RRV	74 Days	13 weeks	Yes	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	2	First outpatient	Adult General Rheumatology - Rheumatology Dept - UCLH - RRV	53 Days	13 weeks	Yes	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	2	First outpatient	Carpal Tunnel Clinic - Rheumatology Dept - UCLH - RRV	Limited Availability	13 weeks	Yes	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	2	First outpatient	Early Inflammatory Arthritis- Rheumatology Dept - UCLH - RRV	Limited Availability	13 weeks	Yes	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	2	First outpatient	Musculoskeletal Rehabilitation Bolsover Street - Royal National Orthopaedic Hospital	Limited Availability	14 weeks	Yes	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL (BOLSOVER STREET)
<input type="checkbox"/>	2	First outpatient	Rheumatology Clinic 1 Bolsover Street - Royal National Orthopaedic Hospital -RAN	Limited Availability	14 weeks	Yes	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL (BOLSOVER STREET)
<input type="checkbox"/>	2	First outpatient	Upper Limb Clinic - Rheumatology Dept - UCLH - RRV	30 Days	13 weeks	Yes	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	3	First outpatient	Acupuncture Clinics- Rheumatology - Hospital for Integrated Medicine - UCLH - RRV	Limited Availability	13 weeks	Yes	THE ROYAL LONDON HOSPITAL FOR INTEGRATED MEDICINE
<input type="checkbox"/>	3	First outpatient	Complementary Musculoskeletal Medicine Clinic - Rheumatology - Hosp for Integrated Med - UCLH - RRV	Limited Availability	13 weeks	Yes	THE ROYAL LONDON HOSPITAL FOR INTEGRATED MEDICINE
<input type="checkbox"/>	3	First outpatient	Complementary Rheumatology - Hospital for Integrated Medicine - UCLH - RRV	42 Days	13 weeks	Yes	THE ROYAL LONDON HOSPITAL FOR INTEGRATED MEDICINE
<input type="checkbox"/>	3	First outpatient	Restricted Urgent Rheumatology - Main Outpatients Department - Homerton - RQX	Limited Availability	14 weeks	Yes	HOMERTON UNIVERSITY HOSPITAL
<input type="checkbox"/>	3	First outpatient	Rheumatology General - Finchley Memorial Hospital RAL	80 Days	15 weeks	Yes	FINCHLEY MEMORIAL HOSPITAL

Check Patient Details

Please ensure that the patient's details are correct. If they are not up to date, this may result in a delay to care. The patient needs to be aware that setting the Consent to Call Back to 'No' will prevent them from being contacted by telephone. If the patient's details are correct, click 'OK' to continue. If not, click 'Update Person'.

Patient Name: XXTESTPATIENTAADW, Ebs-donotuse (Mr)

Address: c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1 Trevelyan Sq, Boar Lane, Leeds, West Yorkshire LS1 6AE

Consent to Call Back: Yes

Telephone: Mobile : 07867 987781

Click OK

Buttons: Cancel | Search Criteria | Appointment Search | Request

Add Referral Letter



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

Triage request details

✓ The triage request has been submitted successfully

UBRN Created Date	Mon 01-Jul-2019 09:36
UBRN	0003 3101 3621
Clinical Term	-
Specialty	Physiotherapy
Clinic Type	Not Otherwise Specified
Priority	Routine
Content Sensitive	No
Service Name	TEST MSK RAS 2
Location	THE WHITTINGTON HOSPITAL

i Clinical referral information (e.g. Referral Letter) must be added for the triage to take place.

Print Update Person Add Additional Requirements **Add Referral Letter** Close

Click Add Referral Letter

Upload Referral



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

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

Referral Details	Tick the most appropriate discipline or indicate in free text box if unsure	Click if applies
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 <input type="checkbox"/>
MSK Podiatry	Plantar fasciitis, 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 <input type="checkbox"/>
MSK COMPLEX Includes: MSK CATS, Orthopaedics, Spinal, Complex Pain management, Rheumatology	All referrals into MSK COMPLEX will be triaged by Advanced Physiotherapy Practitioners (with Consultant oversight) to ensure the patient is seen in the right service. MSK CATS = MSK Clinical Assessment & Treatment Service includes the option to refer for investigations and deliver injections as appropriate as well as assessment of specialist need and directing as needed e.g. for orthopaedic surgery opinion, pain management, routine rheumatology	MSK CATS <input type="checkbox"/> ORTHO <input type="checkbox"/> SPINAL <input type="checkbox"/> PAIN <input type="checkbox"/> RHEUM <input type="checkbox"/>
INFLAMMATORY ARTHRITIS SERVICE	This is an <i>Urgent</i> service for cases of suspected persistent synovitis with no clear cause. Referral criteria: both required 1. Persistent signs of joint inflammation of unknown cause 2. Clinically evident inflammation affecting 2 joints or more	INFLAM ARTHRITIS C1. <input type="checkbox"/> C2. <input type="checkbox"/>

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

Patient Information Letter



+

 Patient Information Leaflet: ~~Haringey~~ 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 www.whittington.nhs.uk/msk 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 speciality within the MSK service, if required.

Where will I be seen?

Our services are offered over a variety of community health centers and hospital sites in ~~Haringey~~ Haringey and Islington. You will be offered the earliest appointment available and you will be given a choice of venues.

What to wear?

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.

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

~~Attending your appointment, informing us in good time if you need to cancel helps reduce waiting times for all patients and reduce costs to the NHS. 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 an interpreter.~~

Data protection and patient confidentiality

Sharing your data is always anonymised and cannot be traced back to you personally. This enables the service to continually improve and improve the local population's health by looking at trends in musculoskeletal problems and what treatments help the most. Thank you for being partners in improving care. Patient and GP support, comments, complaints and suggestions.

To contact us:



Email: msk.haringey-islington@nhs.net



Web: whittington.nhs.uk/msk



Twitter: @WhitLeaMSK



Phone: 0207 288 3317



Post: MSK ~~Haringey~~ Haringey & Islington Service, Physiotherapy Department, Old Nurses Home, ~~Magdala~~ Magdala Avenue, London N19 5NF

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