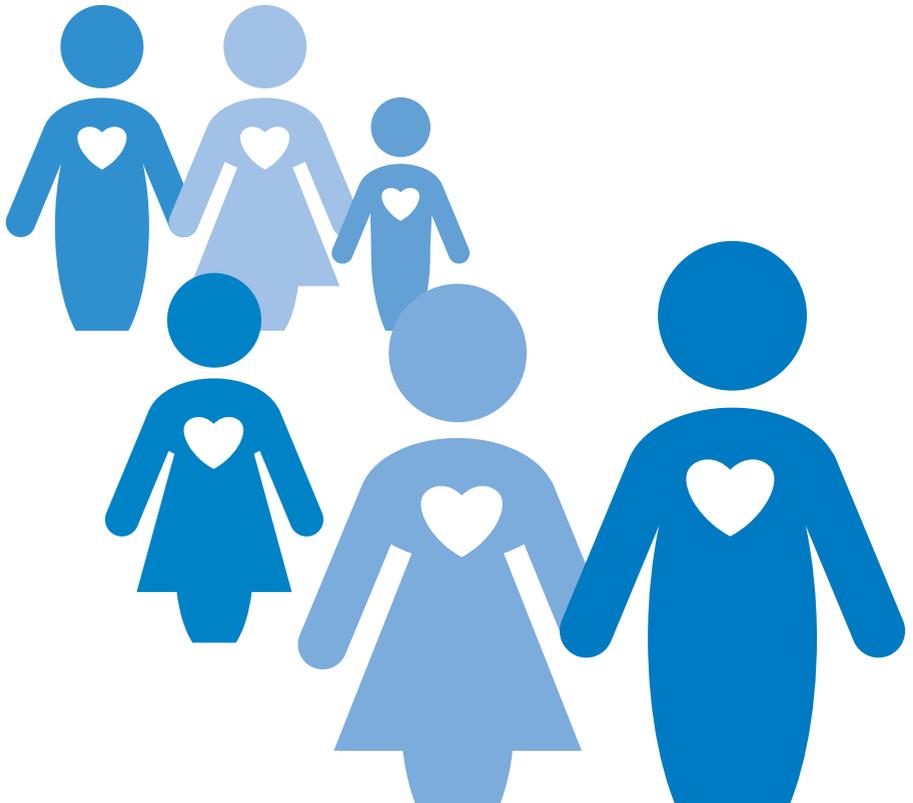


**East and West Lincolnshire Musculoskeletal
Clinical Assessment and Treatment Service
(E&W Lincs MSK CATS)**

Referral guide



Our service

E&W Lincs MSK CATS provides fast, convenient musculoskeletal triage and treatment together with comprehensive advice and guidance on the most effective way to manage your patients MSK condition.

Those patients requiring intermediate intervention will be given a face to face appointment with E&W Lincs MSK CATS for same day diagnostic tests and treatment.

All onward referrals are made to the appropriate secondary or primary care services where necessary.

The centre offers a range of clinical assessment and treatment services for patients including:

- Extended Scope Practitioners (complex physiotherapy)
- Lifestyle advice and management
- Soft tissue and joint injections
- Ultrasound guided injections
- MRI scans
- Ultrasound
- X-ray
- EMG nerve conduction studies (non-complex)
- Pathology
- Back pain management service

Patient benefits

Our innovative model of care means that patients benefit from shorter pathways, quicker access to treatment and an excellent overall experience, reducing waiting lists and costs to local CCGs and GPs.

Patients will also benefit from:

- A “one stop shop” service where possible
- Tough infection control standards: zero cases of MRSA or CD at all our centres, thanks to strict cleaning and hygiene regimes and regular infection control audits
- Professional, highly trained staff who are committed to giving the best treatment and care to every patient
- Community based treatment: Clinics are held in several community based settings across the East and West Lincolnshire CCG areas, all in a convenient location, making it easier for patients to access treatment closer to home



Clinic locations

- North Hykeham Health Centre*
- Louth Hospital*
- Skegness Health Clinic
- Boston Health Clinic
- Marisco Medical Centre
- John Coupland Hospital,
Gainsborough

*Clinics where MRI is available

Location maps can be downloaded and printed from the website www.lincs-msk-cats.nhs.uk.

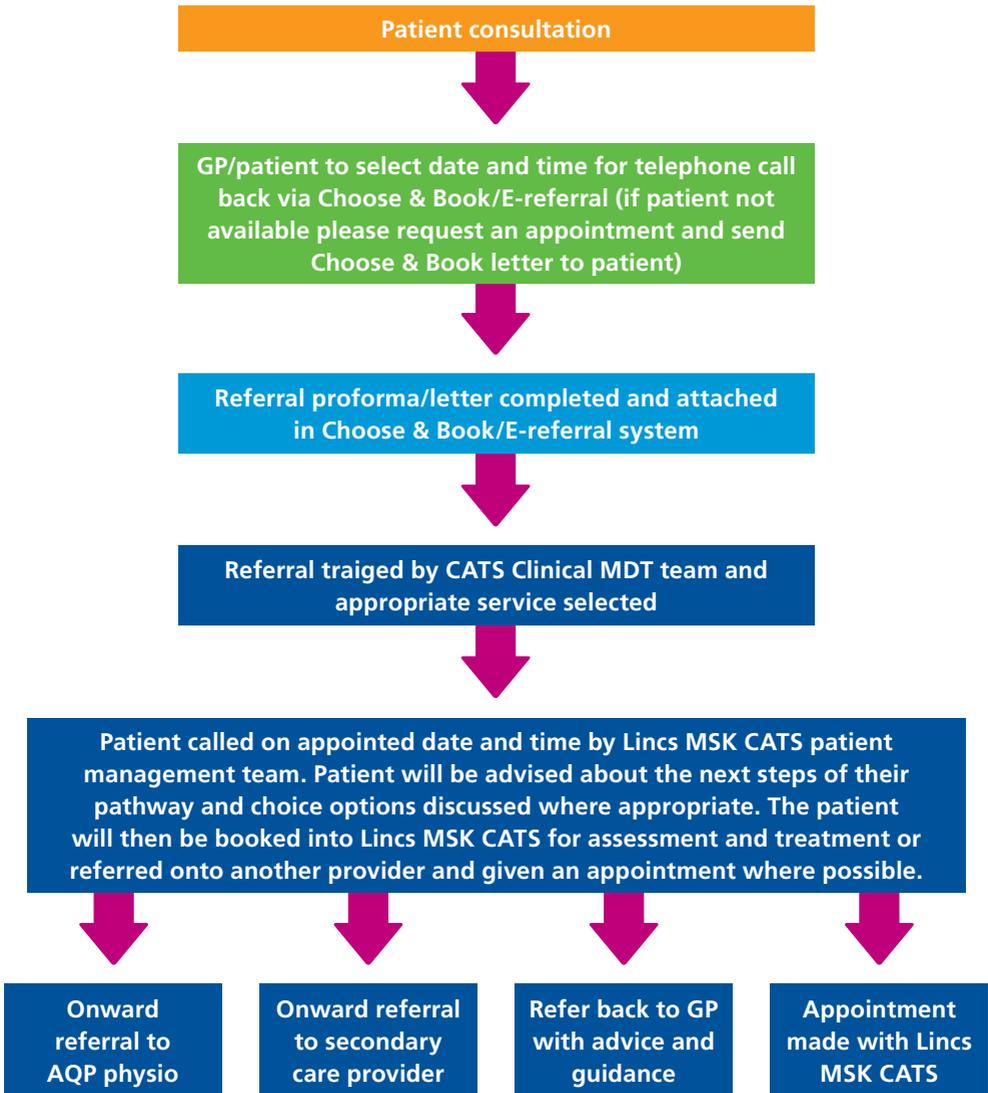


Specialisms

- Acute and chronic intermittent knee pain
- Ankle problems
- Non-surgical hip problems
- Shoulder problems
- Elbow problems
- Neck pain
- Back pain
- Sports injuries



Referral process



Exclusions

- Patients under the age of 18
- Patients should have been considered for conservative management prior to referral
- Suspected cancers (unless already part of a cancer treatment plan), serious pathology, red flags or medical emergencies **MUST NOT** be referred and must be sent urgently to secondary care or as per locally agreed pathway
- Spinal patients with cauda equina symptoms **MUST NOT** be referred
- Patients who have had the appropriate diagnostics and have been assessed as requiring orthopaedic surgery or have abdominal problems such as inguinal hernia are not appropriate for this service
- Patients cannot be referred for a second opinion where a diagnosis has already been given
- Referrals made without completion of the minimum data set detailed in the referral proforma will be rejected back to the referrer
- Patients who are not registered with a GP or who reside outside of the commissioning area
- Patients who do not want to be referred or who are not willing to comply with treatment plans
- Patients requiring rehabilitation post-surgery where treatment should be given as a package of care

Advice and guidance for referrers

Referrers will have the option of sending a request for advice and guidance to aid in their decision before making a referral. Using a unique function within Choose and Book/E-referral, a brief

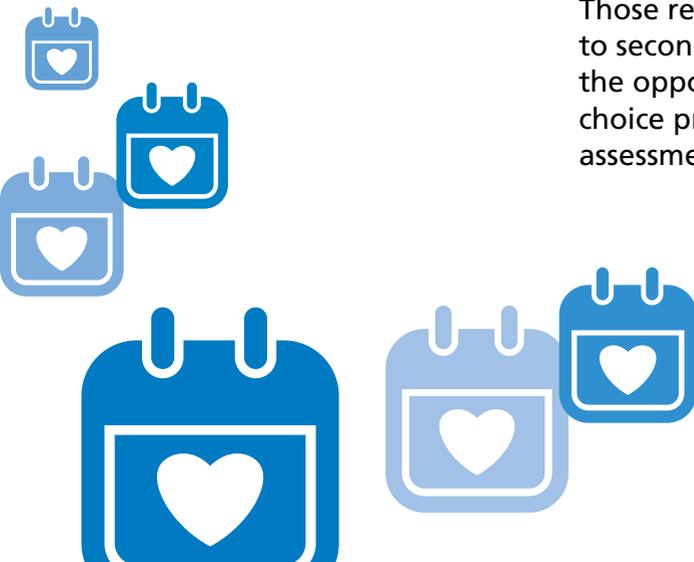
outline of the patient's condition, history and desired outcome can be sent through to our multi-disciplinary clinical team for a response within one working day.

Appointments

Appointment times for assessment are typically between 8.30am and 4.30pm, Monday to Friday with some Saturday and evening clinics.

Diagnostics appointments are between 8am and 8pm Monday to Saturday.

For those patients receiving a face to face assessment within E&W Lincs MSK CATS, we will endeavour to offer an appointment within 14 days of receipt of a completed referral. Your patient will be fully assessed and have an agreed care plan detailing next steps, condition management and useful contacts. Those requiring onward referral to secondary care will be given the opportunity to discuss their choice preferences during their assessment.



Our clinicians

E&W Lincs MSK CATS is a consultant led multi-disciplinary assessment and treatment service.

All our consultants are registered on the relevant GMC specialist register and will oversee service delivery, providing direct consultations when required.

Our consultants are supported by a range of experienced health professionals, including General Practitioners with Special Interests (GPSI's), extended scope physiotherapists, radiographers, MSK sonographer, pain management specialists practising in CBT and other allied health professionals.

All staff are fully qualified, experienced and registered with relevant professional bodies and checked with the Disclosure and Barring Service.

For a full list of our clinicians, please visit our website, www.lincs-msk-cats.nhs.uk and click on 'our team' where you will be able to find further details.



Commitment to governance and infection control

We have robust quality checks across all of our services, to ensure they fulfil their purpose, achieve strategic objectives for our partners and operate in a safe, efficient and ethical manner. Active involvement and feedback from patients and GPs is critical to our service delivery, ensuring the patient experience remains at the heart of everything we do.

Reducing the risk of infection is vital in each of our clinics. E&W Lincs MSK CATS has an infection control team which is responsible for all aspects of infection control, including monitoring cleanliness and training all staff to ensure they are up to date with current protocols. We produce monthly reports which form part of the intricate clinical governance reviews and reports. These are available on request.

The MRSA infection rate in Care UK clinical facilities is 0%. Cleaning services are monitored and reported on daily and will also be evaluated by patients in the patient experience survey. We encourage patients to report problems about cleaning to a member of staff and a rapid response team will immediately take action to deal with any problems.

Consent, privacy and dignity

The privacy and dignity of patients is an essential part of the care we provide. On meeting a patient our staff will explain about the process and why it is required, ensuring that the patient can say no and change their mind if they feel they need more information.

We will, wherever possible, accommodate personal preferences and the needs of people with disabilities. We will also provide support and documentation in alternative formats for those patients whose first language is not English and those with learning difficulties and hearing impairments. For more details please visit our website.

Confidentiality

All electronic and paper-based information is confidential and stored securely. Access to this information is strictly on a need-to-know basis and follows information security criteria contained in the Data Protection Act and Caldicott Guidelines.

Compliments and complaints

Care UK staff aim to provide patients and referrers with high quality services. We regularly monitor experience and welcome feedback about our performance. This enables us to enhance services by identifying where improvements are required.

We are committed to providing the best possible care in a culture of learning. However, problems can arise. Sometimes this is because of a misunderstanding which can be resolved very quickly if it is brought to our attention.

We also want to know what you feel we do well, so any feedback you can give us will be very welcome.

Patient experience information is available on request and via our website.

If you would like to raise any compliment or complaint regarding your or your patients' experiences, we welcome you to speak to a member of the team at any time, or contact us on 0333 999 2554.



Care UK will investigate any complaints from GPs, patients or their representatives thoroughly. Care UK's complaints procedure follows the same principles as the NHS procedure.

If you are unhappy with the services or care we have provided, please contact the GP Liaison Manager on 07587 135839 between 9am and 5pm, Monday to Friday. If you wish to put your comments in writing please write to the address below with:

- GP or practice name
- Details of your complaint, including the date of your patient's treatment
- Any further comments that you want to bring to our attention

Care UK
E&W Lincs MSK CATS
Langton House
Lindum Business Park
Station Road
North Hykeham
Lincoln
LN6 3FE

Email: cuk.referrals-lincsmkcats@nhs.net

We will acknowledge your letter within two working days and we may contact you to suggest a meeting to talk through your concerns. You will receive a response within 25 working days. If you wish to speak to someone independent, you may contact the organisation below for further advice:

Health Care Commissioners

www.healthcarecommissioning.org.uk

Patient Advice and Liaison Service (PALS)

E-mail: lhnt.lincspals@nhs.net

Telephone: 08456 024384



Educational events

Referrers can benefit from our bespoke educational events delivered by our consultants and clinicians on a wide range of orthopaedic related specialities. These events can be tailored to suit any size group from small practice meetings to larger locality and CCG meetings. Further information for GPs and referrers can be found on our website at:

www.lincs-msk-cats.nhs.uk

If you would like further information about the service or our educational events or would like to book a speaker for a practice meeting, please contact our GP Liaison Manager on 0333 200 1722 or 07587 135839.

This leaflet is available in other languages and can also be made available upon request in braille, audio or large print.

Please contact **0333 999 2554** to request a copy. Copies of all documents and information can be found at www.lincs-msk-cats.nhs.uk

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