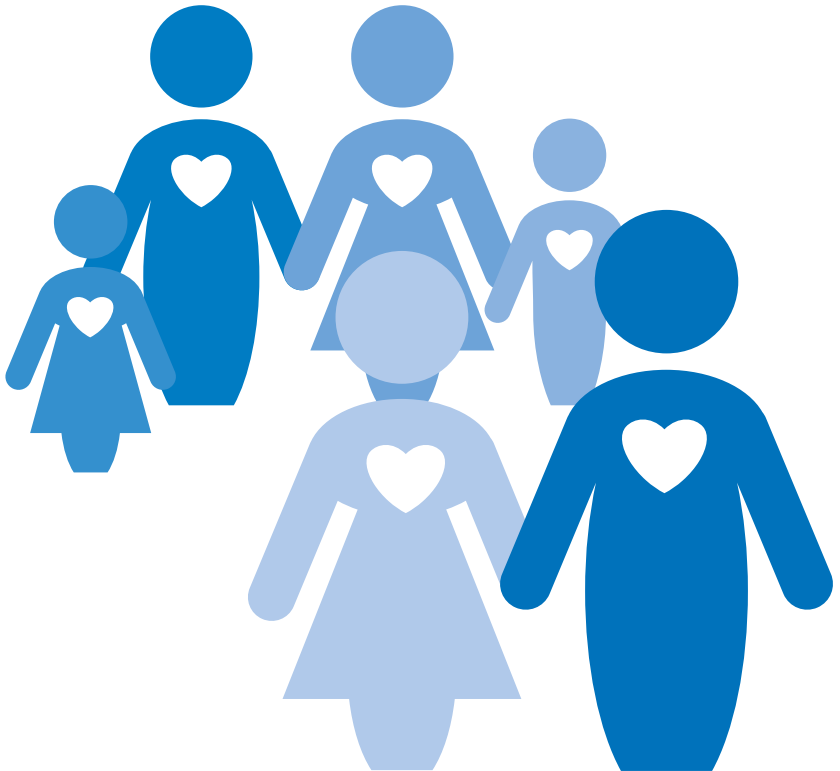


**NHS Buckinghamshire Musculoskeletal
Integrated Care Service (MusIC)**

Referral guide



NHS Buckinghamshire Musculoskeletal Integrated Care Service (MusIC)

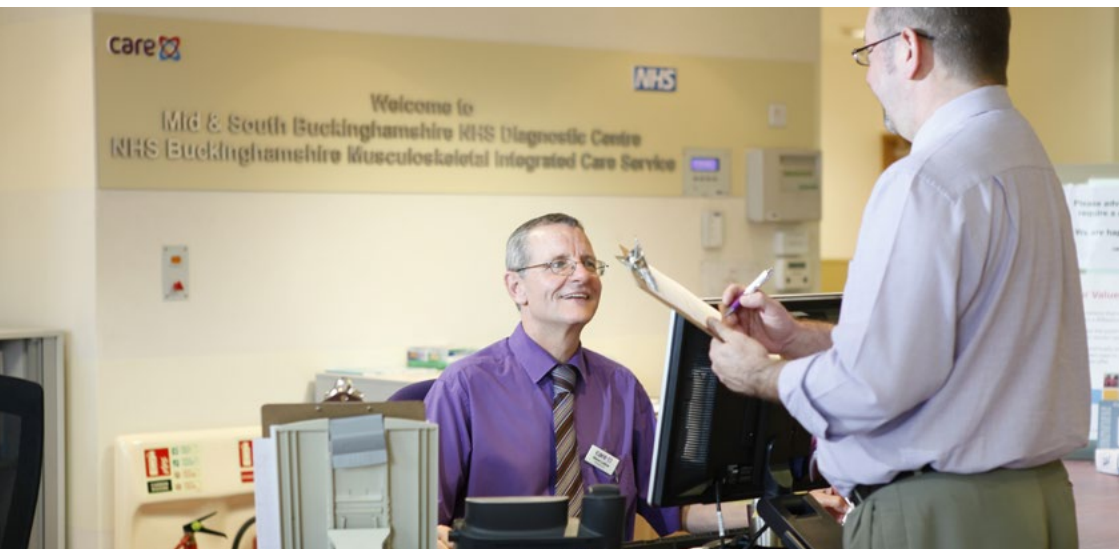
Care UK has been contracted by NHS Buckinghamshire to provide an Integrated Musculoskeletal Service to the residents of NHS Buckinghamshire. The service is designed to provide a fast and convenient rapid-access assessment, supported by appropriate diagnostic tests and treatment for NHS patients in your area. Your patients have local and easy access to a range of services.

This booklet provides you with information on the range of services available through MusIC and how to refer into them. If you require any further information or have any questions or concerns, please contact our Patient Management Centre on 0333 999 2586.

Further information is also available at our website:
www.buckinghamshire-music.nhs.uk

About Care UK

Care UK is one of the UK's leading providers of health and social care services and has many years of experience in working with the NHS. If you wish to know more about the service please visit the website for full details: www.careuk.com



About the service

This service provides local access to a range of musculoskeletal assessments and treatments from nine locations, helping to reduce patient waiting times and maximise convenience.

The service also manages all onward referrals into the patients choice of secondary care provider.

The service opening times vary by location. For more information please contact the Patient Management Centre Monday to Thursday 7.45am to 7pm, Friday 7.45am to 5pm, and Saturday 9am to 5pm.

How to access the service

Patients living within NHS Buckinghamshire may be referred to the service as long as they meet our referral guidelines. Please see our website for a comprehensive list of criteria and exclusions: www.buckinghamshire-music.nhs.uk

How to refer

All patients must be referred to the service by e-RS.

There is a referral pro-forma to ensure that adequate clinical information is provided and that the referrer's and patient's expectations are addressed.

There will be two types of appointments on e-RS, direct access physiotherapy and telephone assessment. Telephone assessment should be selected for MSK, orthopaedics, sports injury, women's health and hand clinics; or if you are unsure what your patient requires.

For more information about the NHS e-Referral Service, visit www.nhs.uk/using-the-nhs/nhs-services/hospitals/nhs-e-referral-service/



Physio clinic locations

Chesham, Marlow, Chalfont St Peter, Buckingham, Thame, Burnham, Aylesbury, High Wycombe and Iver.

This service is delivered by Specialist Physiotherapists who will provide an assessment and treatment service including motivational lifestyle advice, physiotherapy, acupuncture therapy and onward referral to other musculoskeletal services if necessary.

Patients that are suitable for referral to the physio clinic are those that require highly specialised physiotherapy, immediate treatment, detailed explanation and advice where there is not likely the need for diagnostics and/or soft tissue injection.

Examples include:

- Back pain
- Groin and other hip soft tissue injuries
- Knee pain eg. anterior or acute
- Foot pain eg. fasciitis or achilles tendinopathy
- Cervical pain
- Shoulder impingement
- Elbow pain including tennis and golfer's elbow

MSK clinic locations

High Wycombe, Aylesbury and Chalfont St Peter.

This service is delivered by MSK physicians and Advanced Physiotherapy Practitioners (APPs).

Patients that are suitable for referral to a MSK clinic are those where the referring clinician requires a specialist opinion including diagnostics (X-ray, Ultrasound and MRI) and immediate non-surgical treatment if necessary.

Examples include:

- Hip impingement
- Unresolved knee pain
- Shoulder problems where diagnostics (MRI) and/or soft tissue injection are indicated
- Elbow problems where soft tissue injection may be beneficial
- Trigger finger
- Unsuccessful physiotherapy treatment
- Carpal tunnel

Full referral criteria and exclusion information is available on our website.



Women's health

Pre and post natal care along with continence advice is provided in Aylesbury, Chalfont St Peter and High Wycombe.

Sports injury and hand clinics are at Aylesbury and High Wycombe.

The patient journey

When a patient is referred to us via eRS we will triage the referral letter. We may contact you or your practice to request additional information if required. If you have directly booked the patient a physiotherapy appointment, please direct them to the patient guide on our website - www.buckinghamshire-music.nhs.uk

Please choose an appointment date, time and location and ensure the patient is aware of the appointment. They will not be contacted by the service.

Patients who have a telephone assessment booked will be contacted at the date and time of their call. We will send out the information below if appropriate:

- confirmation letter
- patient guide, which will include full details about how to prepare for the appointment and any specific instructions relating to their appointment
- a map of the location
- questionnaire (if appropriate)
- a copy of the procedure
- information leaflet (if appropriate)



Examples of all patient information is available on our website:
www.buckinghamshire-music.nhs.uk

Patients will be assessed and a treatment plan will be agreed.
Outcomes may be:

- Diagnostics, e.g. MRI, ultrasound and X-ray.
- Treatment and advice
- Physiotherapy
- Injections
- Discharge back to GP with advice
- Onward referral to Secondary Care
- Onward referral to another department, e.g. podiatry or the pain management service.

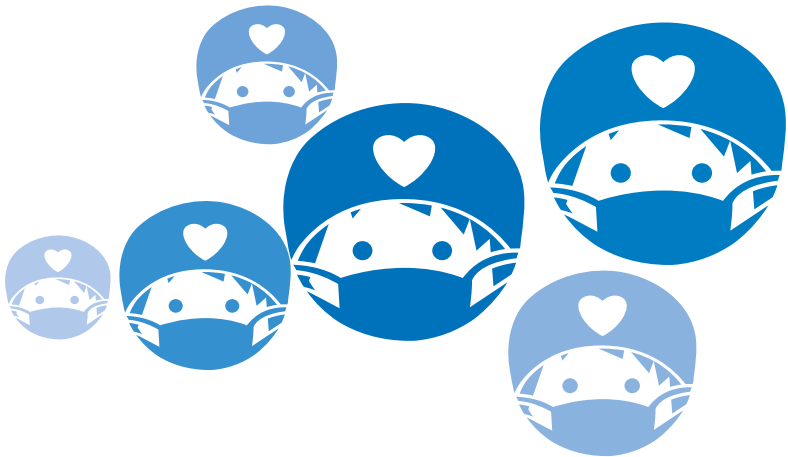
When the patient has finished their episode of care with us the referring GP will be sent a discharge summary. This will detail the treatment received and any referrals made.

Clinicians providing the services

All staff are registered on the relevant GMC specialist register or Health and Care Professions Council.

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

For a list of physiotherapy and management team leads, please visit our website and click on 'our team' where you will find further details.





Infection control

Reducing the risk of infection is vital in each of our units. The units have infection control teams which are responsible for all aspects of infection control; including monitoring cleanliness and staff training. We carry out monthly audits, which form part of our 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 daily and are 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 the problem.

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 the assessment process and why it is required; ensuring that the individual 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 address other personal needs, such as language differences, learning difficulties and hearing problems.

For more details please contact the admin team on 0333 999 2586.

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.

Patient experience

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.

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

Complaints and compliments

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 a member of staff's attention. We also want to know what you feel we do well, and welcome any feedback.

Care UK will investigate any complaints from GPs, patients or their representatives thoroughly. If you are unhappy with the services or care we have provided, please contact the Service Manager on 0333 999 2586 between 9am and 5pm, Monday to Friday.

If you wish to put your comments in writing please email cuk.bucks-music@nhs.net or write to the Service Manager at the address listed on the back of this guide. Please include the following:

- 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

We will respond to your concerns considerately, quickly and as effectively as possible in line with the NHS Complaints regulations (2009).

For full information on our complaints procedure, please contact us for a leaflet.

Copies of all documents and information can be found at:
www.buckinghamshire-music.nhs.uk

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 2586 to request a copy.

NHS Buckinghamshire Musculoskeletal Integrated Care Service (MusIC)

Unit 2
The Merlin Centre
Cressex Business Park
Lancaster Road
High Wycombe
HP12 3QL

Tel: 0333 999 2586
Email: cuk.bucks-music@nhs.net

www.buckinghamshire-music.nhs.uk