

Dear Colleague

Introducing the new Integrated MSK, Pain & Rheumatology Service

We are writing to inform you of a new integrated service being provided across East Lancashire and Blackburn with Darwen. The service provides triage for MSK, Physiotherapy, Orthopaedic, Rheumatology and Pain referrals through a single point of access.

MSK, Physiotherapy, Rheumatology and Pain management are now one integrated service within the DCS division of ELHT.

The Trust, along with other health providers and commissioning colleagues has undergone a significant service redesign process, part of which has been:

- The introduction of a single point of access for all MSK, Physiotherapy, Orthopaedic, Rheumatology and Pain Management referrals.
- Supporting primary care clinicians in the first line management of musculoskeletal conditions.

The service is managed and delivered by East Lancashire Hospitals NHS Trust. The new pathway has been developed to streamline the way referrals are made and to ensure that the service and the experience for the patient is as seamless and efficient as can be. There have been a number of initiatives to date including:

- The MSK website - <http://www.elht.nhs.uk/departments-wards-and-services/MSK-pain-rheum.htm>
- Educational forums
- GP Advice Line - 01254 736041
- MDT Foot and Ankle Clinic
- GP Newsletter
- Spinal Drop-In Clinics

We would also like to discuss implementing initiatives such as the 'STaRT Back' questionnaire that can guide referral into spinal drop in services. It would be helpful if we could visit your practice to discuss the service developments and to develop closer links with practices across the health economy. We will be in touch with you shortly to arrange this.

Our Project team have compiled this information pack in order to provide you with all the information you require with regards to the new Integrated Service. The pack includes the new referral information, a diagram of the new pathway, and a series of frequently asked questions.

If you have any further questions please contact Dr Tony Mitchell on 01254 736085 or visit our website at: <http://www.elht.nhs.uk/departments-wards-and-services/MSK-pain-rheum.htm>



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Introducing the...

Integrated MSK, Pain & Rheumatology Service

Connected care for Muscles, Joints & Pain
Management

There are some
important changes
that **YOU** need to
know about!

Safe | Personal | Effective

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Core Brief

East Lancashire and Blackburn with Darwen CCGs confirmed early last year they were to re-design PLIMS, Orthopaedic, Rheumatology and Pain Management Services as an integrated service where patients are seen closer to home; by the right person in the right place at the right time; and to give patients the ability to move seamlessly between levels of care as necessary.

Outlined below are details of the changes which will affect the way referrals are processed for you as part of the new Integrated Musculoskeletal Service.

The current Pennine Lancashire Integrated Musculoskeletal Service (PLIMS) has now integrated with Orthopaedics, Rheumatology and the Pain Service and has been renamed as the Integrated MSK, Pain & Rheumatology Service. These services are now based within the Diagnostics and Clinical support division in the Trust.

The new service will provide a single point of access for triage of referrals for adults. This means that your patient referral letters will be triaged by a team of competently trained clinicians who will then direct your patient to the most appropriate clinical setting before an appointment is communicated – meaning your patient will be booked into the right clinic, first time.

Changes to e-referral listings

You will now see three service options on the e-referral system under Accrington Victoria Hospital. To access the “single point of triage” only use one of the three services below:

Integrated MSK/Pain/Rheumatology Service - ORTHOPAEDICS - East Lancs Hospitals ALL SITES - RXR Details

Integrated MSK/Pain/Rheumatology Service - PAIN Management - East Lancs Hospitals ALL SITES - RXR Details

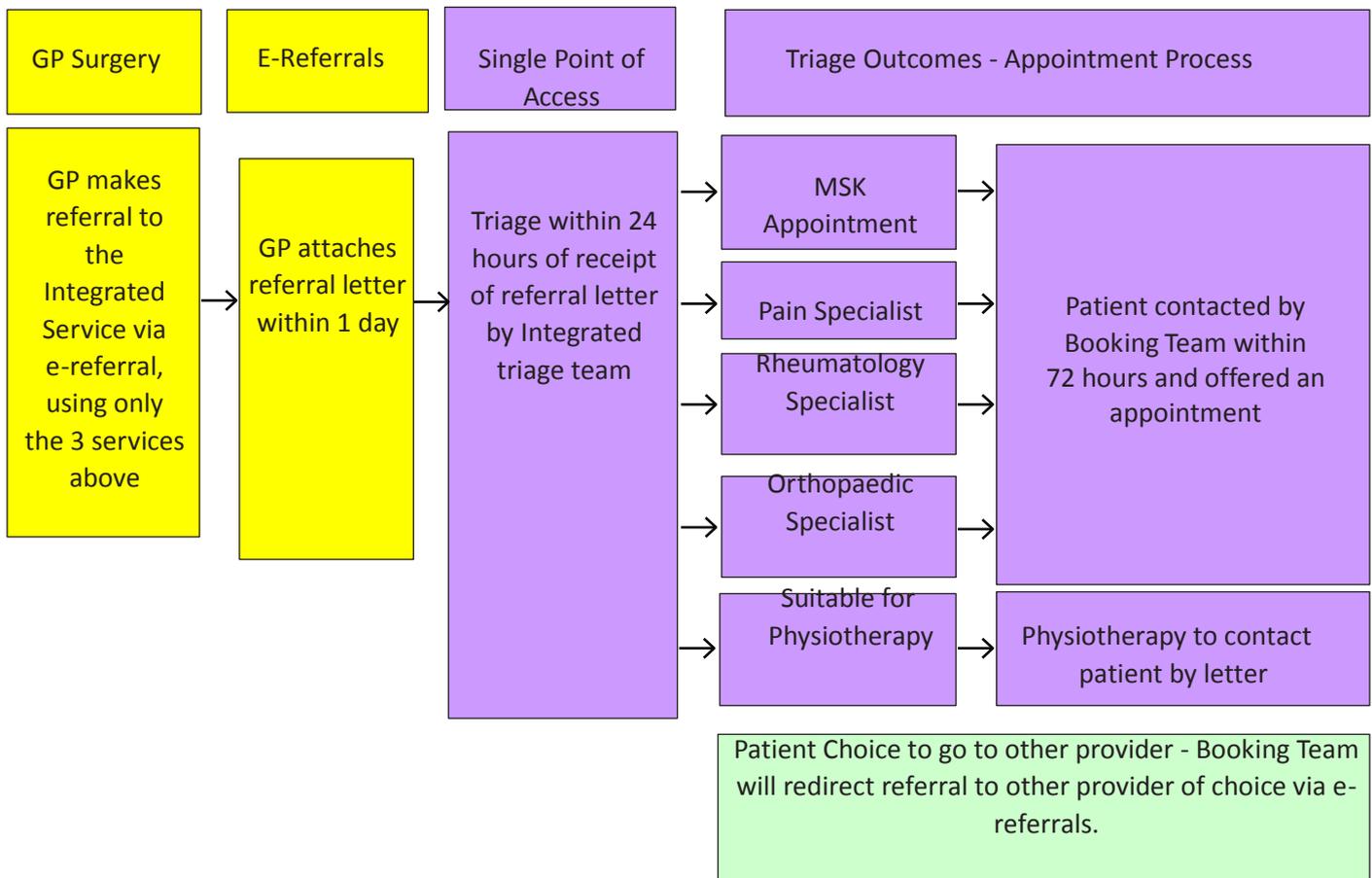
Integrated MSK/Pain/Rheumatology Service - RHEUMATOLOGY- East Lancs Hospitals ALL SITES - RXR Details

Once the referral is received by the integrated service it will be triaged within 24 hours and directed to the most appropriate clinician. The patient will then commence on the most appropriate pathway for their treatment and will be offered an appointment at the most relevant site dependent upon their triage outcome.

Please attach your referral within one working day as patients will be ringing the service to confirm they want to attend. Please note, patients need to ring 01254 282426 and not the national Telephone Appointments Line.

You can find self care information at <http://www.elht.nhs.uk/departments-wards-and-services/MSK-pain-rheum.htm>

Referral Pathway flowchart



Please Note:

All referrals for adults, including urgent referrals, must be directed through the e-referral system to ensure appropriate triage is carried out. Manual referrals will not be accepted by the Integrated Service.

Paediatric Referrals:

Please continue to refer all paediatric referrals as you currently do. We do not offer triage of paediatric referrals within the single point of access but hope to provide this at a later date.

Bookings Team Telephone Number: 01254 282426

We are endeavouring to make these changes as seamless as possible and would ask that if you have any queries or concerns, please do not hesitate to contact us on the above telephone number.

Frequently Asked Questions

Q: Does this service include Community domiciliary services

A: This is not within the model, however the Integrated Community Therapy service offers an MDT approach to patient care

Q: We are concerned that this additional step will increase already high waiting times in physiotherapy. Is this the case?

A: Waiting times have been a problem over the last 18 months with patients having to wait as long as 17 weeks, however waiting times have already reduced to 6-8 weeks and the aim of the new streamlined pathway is to reduce this further.

Q: Can we have information leaflets and videos to direct to patients on first line management?

A: Extensive work has already been carried out to develop first line management information for all conditions where appropriate. These are all available on our website at:

<http://www.elht.nhs.uk/departments-wards-and-services/MSK-pain-rheum.htm>

Q: Will the MSK service offer clinics in all localities?

A. In short, yes. Clinics will be held in all localities as follows:

- Accrington Pals Primary Health Care Centre, Accrington
- Accrington Victoria Community Hospital, Accrington
- Bacup Primary Health Care Centre, Bacup
- Barbara Castle Way Health Centre, Blackburn
- Barnoldswick Medical Centre, Barnoldswick
- Burnley General Hospital, Burnley
- Clitheroe Community Hospital
- Darwen Health Centre, Blackburn
- Pendle Community Hospital, Nelson
- Rossendale Primary Health Care Centre
- Royal Blackburn Hospital
- St Peters Centre, Burnley

Q: Will there be any training events or workshops for GPs carrying out joint injections?

A: Yes. We have mentioned in the covering letter in this pack of our intention to visit each practice to begin a robust programme of support for GPs carrying out joint injections.

Q: Can we still direct patients to the spinal drop in services?

A: On our visits to the practice we will be discussing implementing initiatives such as the 'STaRT Back' questionnaire that can guide a referral into spinal drop in services. More information will be available on this shortly.