

Sussex MSK Partnership East Patient Access Policy

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1. Summary

- 1.1 This policy sets out the overall expectations of the Sussex Musculoskeletal Partnership East (SMSKPE) and local commissioners on the management of referrals into and within the community service (services that are delivered in a wide range of settings in the local community) and into hospitals from the community service.
- 1.2 The policy outlines the roles and responsibilities of SMSKPE staff to ensure that the service offers patients timely access to Musculoskeletal (MSK) services across the MSK pathways and achieves the national Referral to Treatment (RTT) targets for patients referred to hospital.

2. Introduction

- 2.1 The SMSKPE is committed to efficient management of waiting times; offering timely, fair and equal access to high quality care for all patients; and to providing patient choice in accordance with the 2013 NHS Constitution which can be downloaded here using the following link: <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx> and Department of Health Referral to Treatment Consultant-Led Waiting Times Rules Suite (October 2015): https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/464956/RTT_Rules_Suite_October_2015.pdf
- 2.2 The access policy should be read in full by all SMSKPE staff as part of their induction. The access policy is underpinned by a comprehensive suite of detailed Standard Operating Procedures (SOPs). All clinical and non-clinical staff must ensure they comply with both the principles within this policy and the specific instructions within SOPs.
- 2.3 SMSKPE is committed to promoting and providing services which meet the needs of individuals and does not discriminate against any employee, patient or carer.

3. Purpose and Scope

- 3.1 The purpose of this policy is:
 - To ensure that all patients have fair and equitable access to MSK services in accordance with the Equalities Act (2010).
 - To set out the rules and principles under which SMSKPE will operate.
 - To demonstrate how the rules should be applied to ensure consistent, fair and equitable access and management according to clinical priorities.

- To give staff working within SMSKPE clear direction on the application of the NHS constitution in relation to waiting times.
- 3.2 This document sets out to define the service standards patients can expect to receive from SMSKPE in accordance with both national guidelines and locally agreed rules.
 - 3.3 This policy details how patients should be supported throughout all stages of their patient pathway including diagnostics and includes: Referral Management, Booking Notice Requirements, Patient Choice and Waiting List management for all stages of the referral to treatment for MSK patients.
 - 3.4 Every process will be clear and transparent to patients and partner organisations (including sub-contractors) and will be open to inspection, monitoring and audit.
 - 3.5 This document also defines the accountabilities and responsibilities of those involved in the processes detailed in this policy. All staff are responsible for understanding the rules and guidance which apply, and for ensuring their practices are consistent with the requirements of this policy.
 - 3.6 Any changes to national or local policy coming into effect after the publishing date of this document will supersede the guidance given herein. An updated edition of this document, incorporating the policy changes, should be published and made available to staff and patients as soon as possible following the changes.

4. Roles and Responsibilities

- 4.1 All staff are required to be compliant with this access policy and their responsibilities towards the day to day management and support of achievement of RTT access targets. The roles and responsibilities are defined below:
- 4.2 Any queries not covered within this policy should be escalated to the relevant line manager for clarification.
- 4.3 **Managing Director**
 - 4.3.1 The Managing Director has overall responsibility for the delivery of the operational standards for the SMSKPE service, including local implementation, support, guidance and training of all staff. They are responsible for the waiting times across the whole of the service including sub-contracted providers.

4.4 Clinical Director

4.4.1 The Clinical Director is responsible for advising on the implementation of the policy and the implications for clinical practice. This is particularly relevant to ensure clinicians communicate effectively with patients, clearly setting out the treatment options available to them and agreeing a management plan in collaboration with the patient in a format they understand.

4.5 Operations Manager/Contracts and Quality Governance Manager

4.5.1 The Operations Manager is responsible for day to day delivery of operational and performance standards, accountable to the Managing Director for all aspects of community-based services.

4.5.2 The Operations Manager has oversight of all patient safety and operational safety checks and must ensure they are appropriately implemented and operationalised in order to prevent unnecessary delays to patient care.

4.5.3 The Operations Manager is responsible for the monitoring of waiting times across the community services and proactively flexing demand and capacity where there are variations.

4.5.4 The Contracts & Quality Governance Manager is responsible for performance management of external providers (i.e. diagnostic providers, secondary care providers) in relation to RTT processes.

4.6 Connecting Systems Intelligence Team (CSI) - delivered via Here™

4.6.1 CSI are responsible for providing the reports to support validation of pathways and reports to monitor performance and data errors for action in the service.

4.6.2 They are responsible for the development of systems and processes to manage and report information on the service performance across the whole pathway.

4.6.3 The Business Intelligence Lead is responsible for liaising with the CSI Team and for providing appropriate RTT information to the Leadership Team within SMSKPE.

4.7 Clinical Staff

- 4.7.1 Clinicians are responsible for ensuring contemporaneous entry and maintenance of all up to date and relevant clinical data into the SMSKPE patient administration system (SystemOne).
- 4.7.2 They are responsible for maintaining comprehensive and clear clinical notes and outcomes following every patient appointment or other patient activity (such as a telephone conversation) and accurately recording this onto SystemOne.
- 4.7.3 Clinicians are responsible for generating concise yet comprehensive clinical outcome letters using language that is easily understood by their patients and addressed to the patient by way of a summary of what was discussed and outlining the agreed care plan.
- 4.7.4 Patient treatment/care plans and intentions, appropriate for that stage of the patient pathway, are clearly indicated on SystemOne to enable the start of definitive treatment to be identified easily – for the purposes of accurately measuring 18-week RTT waiting times.

4.8 Integrated Team Co-ordinators (ITCs) and Data & System Co-ordinators (DSCs)

- 4.8.1 ITCs and DSCs are responsible for ensuring safe stewardship for patients as they flow through the service.
- 4.8.2 ITCs and DSCs Responsible for clinician rota scheduling.
- 4.8.3 ITCs and DSCs are responsible for managing daily demand and capacity within their teams to ensure the timely management of appointment booking, clinical correspondence and RTT status updating.
- 4.8.4 ITCs and DSCs must ensure waiting lists for their geographical area of responsibility are monitored and appropriately managed to avoid any unnecessary delays to patient care. They should escalate issues of increasing wait times or available capacity, higher than expected Did Not Attend (DNA) rates or void appointments and ensure all clinics are running efficiently.
- 4.8.5 ITCs and DSCs manage the daily monitoring of Patient Safety Checks (crosschecks) completion by Patient Care Advisors (PCAs) to ensure no patients are unintentionally displaced along their pathway, and their care subsequently delayed.

4.9 Senior Patient Care Advisors (SPCAs)

- 4.9.1 SPCAs are responsible for managing daily demand and capacity within their teams to ensure the timely management of appointment booking, clinical correspondence and RTT status updating.

4.9.2 SPCAs must ensure waiting lists for their area of responsibility are monitored and appropriately managed to avoid any unnecessary delays to patient care. They should escalate issues of increasing wait times or available capacity, higher than expected DNA rates or void appointments to their relevant POM and ensure all clinics are running efficiently.

4.9.3 SPCAs manage the daily monitoring of Patient Safety Check completion by PCAs to ensure no patients are unintentionally displaced along their pathway, and their care subsequently delayed.

4.10 Patient Care Advisors (PCAs) and Team Assistants (TAs)

4.10.1 Patient Care Advisors (PCAs) and Team Assistants (TAs) are responsible for registering patients on the SMSKPE system and booking them into clinic appointments in a timely way that ensures choice of date, time and wherever possible, location. PCAs and TAs also maintain up-to-date patient demographic information.

4.10.2 Where a clinic appointment is not/cannot be booked immediately, PCAs and TAs must ensure patients are placed on the correct patient waiting list/s.

4.10.3 PCAs and TAs must ensure process adherence to local DNA/Cancellation policies when managing patient appointments, and that patients and GPs are appropriately notified of the consequences/impact on their pathway of DNAs and patient initiated cancellations (e.g. where this may result in an RTT clock stop and discharge back to their GP).

4.10.4 PCAs and TAs are responsible for ensuring all clinical correspondence is processed promptly and efficiently. SMSKPE is subject to a nationally mandated Key Performance Indicator (KPI) of 7 working days for the turnaround of all clinical correspondence, excluding discharge summaries. The KPI for turnaround of surgical discharge summaries to the patients' GP is 1 working day.

4.10.5 PCAs and TAs must ensure all transfer of care letters to secondary care providers are sent with an accompanying SMSKPE Inter Provider Transfer Form (IPTF). Likewise, that all referrals received in from secondary care providers, are accompanied by a provider IPTF.

4.10.6 PCAs and TAs are responsible for the timely and accurate updating and validation of patient pathway RTT statuses/codes following every new activity, based on admin/clinical notes and appointment outcomes.

4.10.7 PCAs and TAs must complete daily Patient Safety Checks (Crosschecks) to ensure no patients are unintentionally displaced along their pathway, and their care subsequently delayed.

4.11 Clinical Commissioning Groups (CCGs)

4.11.1 The CCGs are responsible for ensuring there are robust communication links for feeding back information to GPs.

4.12 Patients

4.12.1 The NHS Constitution recommends the following actions patients can take to help in the management of their condition:

- Patients can make a significant contribution to their own, and their families, good health and wellbeing, and should take personal responsibility for it.
- Patients should provide accurate information about their health, condition and status.
- Patients should keep appointments or cancel within a reasonable timeframe.

5. Referral Management

5.1 Patient Rights to Access Treatment

5.1.1 The NHS Constitution (2013) dictates that patients have the right to commence consultant-led treatment within 18 weeks from referral or, where this is not possible, for the service to take all reasonable steps to offer the patient a choice of appointments at a range of alternative providers, should the patient make such a request.

5.1.2 The right to be seen within the maximum waiting times does not apply in the following circumstances:

- If the patient chooses to wait longer
- If delaying the start of the treatment is in the best clinical interests of the patient

5.1.3 All patients should be treated fairly and equitably regardless age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership or pregnancy and maternity.

5.2 Veterans of the Armed Forces

5.2.1 Patients who are veterans of the armed forces are entitled to receive priority treatment if the condition the patient is presenting with is associated with the patient's military service. Where a clinician agrees that a veteran's condition is likely to be service-related, they must prioritise these veterans over other patients with the same level of clinical need. However, veterans will

not be given priority over patients with more urgent clinical needs.

5.3 Carers and NHS staff

5.3.1 Patients who are carers or NHS staff will receive priority treatment when possible but will not be given priority over patients with more urgent clinical needs.

5.4 Prisoners

5.4.1 All elective standards and rules are applicable to prisoners. Delays to treatment incurred as a result of difficulties in prison staff being able to escort patients to appointments or for treatment should not affect the recorded waiting time for the patient. The service will work with staff in the prison services to minimise delays through clear and regular communication channels and by offering a choice of appointment or admission date in line with reasonableness criteria. If two reasonable appointments are refused, cancelled, or missed, a letter will be sent to the prison advising them that the patient has been discharged from the service but that they can self-refer back to the service within 6 months for the same condition without the need for a new GP referral. Patients contacting the service after 6 months will need to return to their GP for a new referral.

5.5 Clinically Effective Commissioning

5.5.1 The service will comply fully with local Clinically Effective Commissioning (CECs) thresholds which define how certain procedures of limited clinical effectiveness should be managed within the service. These thresholds have been based on national evidence supporting best practice. All staff across the patient pathway should be aware of local CECs in place.

5.5.2 Patients referred for specific treatments where there is limited evidence of clinical effectiveness, or which do not meet identified thresholds will only be accepted with the prior approval of the relevant CCG.

5.6 Patients moving between NHS and Private Care

5.6.1 Patients can choose to move between NHS and private status at any point during their treatment without prejudice.

5.6.2 Where a patient chooses to seek private care having been seen initially within the NHS, the patient will be discharged, and a clock stop applied.

5.6.3 Where a patient has been seen in the private sector and wishes to move to the NHS then they will need to be referred to SMSKPE where they will be triaged according to their clinical presentation in line with the agreed clinical guidelines. Patients may be seen initially by an Advanced Practitioner (AP) so patients can be fully assessed and given appropriate information and choice regarding any onward referral. The RTT clock starts at the point the referral is received by SMSKPE.

6. Treatment Waiting Times (National and Local)

6.1 In line with NHS Constitution requirements and National Operating Standards set by the Department of Health for both admitted and non-admitted patients receiving treatment for non-urgent conditions, SMSKPE will endeavour to ensure that:

- 99% of patients referred for a diagnostic test will wait less than 6 weeks. This excludes receipt of the results.
- 92% of patients referred onto hospital will be seen within 18 weeks from receipt of referral.
- No patient will wait longer than 52 weeks for treatment from receipt of referral.

6.2 In addition, and in line with local policy for non-admitted patients:

- 80% of patients will receive a diagnosis by the end of their first appointment and have either: started definitive treatment; been discharged; or been referred on with a treatment plan.
- 100% of patients will be contacted with an offer of appointment within 5 working days of receipt of referral into the MSK Service.
- Wherever possible, patients will be offered a choice of date, time and location for their appointment.
- Patients should not wait longer than 8 weeks from receipt of referral to the date of their first clinical appointment within the Community Service. 90% of patients on a non-admitted pathway should receive treatment within 8 weeks.
- SMSKPE will give priority to clinically urgent patients and treat everyone else in turn.
- Where a patient's care is transferred to another provider, SMSKPE will endeavour to complete the transfer within 10 weeks of receipt of referral.

7. Referral to Treatment (RTT) Data Definitions and Terminology

7.1 The SMSKPE Service comprises of a specialist orthopaedic assessment service. The Integrated MSK Service includes specialist clinicians who have undergone further training to develop their role in a defined area of practice, supported by advanced evidence-based knowledge base related to that expertise.

7.2 These clinicians are referred to as Advanced Practitioners (APs) and may have a background in Physiotherapy, Osteopathy, Occupational Therapy, Podiatry, Nursing or General Practice (GP). The clinics are also supported by Orthopaedic and Pain consultants.

7.3 All MSK referrals from High Weald Lewes Havens (HWLH) CCG & Eastbourne Hailsham and Seaford (EHS) CCG must be sent to SMSKPE for triage and appropriate signposting.

7.4 Clock Starts

7.4.1 A new RTT clock starts when:

- A new referral is received from a GP or other health professional.
- A decision is made to start a substantively new or difference treatment plan which does not already form part of the patients agreed/existing care plan. This includes patients who have been referred for diagnostics where upon receipt of the results a substantially new treatment plan is agreed with the patient.
- A patient is referred back into the service – for a new or existing* condition - having previously been discharged; *patients can self-refer back into the service for the same condition within 6 months of discharge from the service.
- When a decision is made to treat a patient following a period of Active Monitoring (definition – see section 7.6).
- When a patient re-books their appointment, following the DNA of their first appointment.
- When a patient becomes fit and ready for the second of a consultant-led bilateral (affecting both sides) procedure.
- If, following a course of Physiotherapy/Osteopathy/MSK Podiatry, a decision is made by the clinician to direct the patient into/back into the Integrated MSK Service for alternative treatment on a different MSK pathway, a new consultant led 18 week RTT clock will start from the date the referral is received by the service.
- Similarly, if, following a discussion with an AP and the patient, a referral to hospital is necessary, a new 18-week RTT clock will start from the date the new referral is received by the Provider.
- Where a patient is assessed by an AP within the Community Service and referred for Physiotherapy, Orthotics (the branch of medicine that deals with the provision and use of artificial devices such as splints and braces) or MSK Podiatry. In most cases, the start of definitive treatment will be initiated within this appointment. In the rare instances where this is not possible, the RTT clock will stop on the date of the patient's first Physiotherapy/Orthotics/MSK Podiatry appointment.

- Referrals directed to Physiotherapy, Orthotics or MSK Podiatry will start an Allied Health Professional (AHP) clock.

7.4.2 Referrals which do not start an RTT clock:

Where patients are triaged/referred by their GP direct to MSK Physiotherapy, Orthotics or MSK Podiatry this will start an AHP clock but not an RTT clock.

7.5 Clock Pauses

- 7.5.1 From 1 October 2015, there is no provision to pause or suspend an RTT waiting time clock under any circumstances.

7.6 Clock Stops

- 7.6.1 Active Monitoring (patient not receiving active treatment) may be clinician-led or patient-led. It can be initiated by either the patient or clinician and will result in the RTT clock being stopped.
- 7.6.2 Clinician-led active monitoring is where a patients' condition is being clinically monitored or a treatment plan observed, for a fixed and agreed period of time, without clinical intervention or diagnostic procedure led either by the clinician or the patient themselves – i.e. it covers periods of care where there is no (new) clinical intervention.
- 7.6.3 Where clinician-led active monitoring is considered clinically appropriate, this will not exceed 12 months. The period of active monitoring should be specified by the clinician and documented in the clinic notes and correspondence. Patients will be reviewed after the agreed period of clinician-led active monitoring normally by telephone to either agree a revised treatment plan or be discharged back to Primary Care or discharged to be self-managing if appropriate.
- 7.6.4 Patient-led active monitoring will be agreed with the patient during consultation and will result in the patient being discharged from the service with an agreement that they can self-refer back into the service for the same condition within 6 months of discharge as agreed with the clinician.
- 7.6.5 Where a patient returns to the service following a period of active monitoring, a new RTT clock will start.
- 7.6.6 The RTT clock stops when a patient receives the start of the first definitive treatment that is intended to manage the disease, condition or injury for which they were referred, with a view to avoiding further intervention. In an MSK setting, this may include advice and education,

use of a device, fitting of an orthotic or other intervention, and can occur after consultation, results of diagnostic tests, or completion of surgery.

7.6.7 In order to correctly manage 18-week RTT time, and accurately identify the start of a patient's definitive treatment and subsequent RTT clock stop, clinicians must clearly define the agreed care/treatment plan and intentions. In particular, what constitutes the definitive treatment plan to manage the patient's condition at that point in time. It is the clinician's responsibility to clearly communicate this to the patient and their GP, and ensure it is clearly recorded on SystmOne to facilitate accurate RTT clock recording and to set clear expectations for the patient.

7.6.8 In general, clock stops for first definitive treatment within an MSK Service include the following scenarios:

- Advice and education where this constitutes part or the start of the treatment plan. Providing a bespoke exercise programme and advice about managing the condition can be the start of definitive treatment even if the patient is referred on for a guided/unguided injection.
- Therapeutic intervention (e.g. if this is part of the treatment plan to manage the condition then this should be commenced within the first appointment).
- Treatment as an inpatient or day case (clock will stop on date of surgery).
- Treatment/discharge within the outpatient setting (clock will stop on date of discharge).
- A diagnostic procedure which turns into a therapeutic procedure (i.e. ultrasound guided injection) or the fitting of a medical device (including orthotic fitting) where definitive treatment has not yet started.
- Pain relief administered as the definitive treatment for a condition.

7.6.9 Clock stops can also occur for non-treatment. In these circumstances, this must be clearly communicated to the patient and their GP, and the clock will stop on the date of the communication to the patient. Within an MSK Service, clock stops for non-treatment will include the following scenarios:

- Where it is considered clinically appropriate to return the patient to the GP for management in Primary Care.
- Where a clinical decision is made Not to Treat when considered in the best interest of the patient.
- Where a patient declines treatment, having been offered it.
- Where a decision is made to start a period of Active Monitoring.

7.6.10 Multiple RTT periods may occur within a single patient pathway. Within an MSK Service, a new 18-week clock will start in the same patient pathway, following an earlier 18-week clock stop, only in the following scenarios:

- When a patient becomes fit and ready for the second of a consultant-led bilateral procedure.
- Upon the decision to start a substantively new or different treatment which does not already form part of that patient's agreed care plan.
- When a Decision to Treat is made following a period of Active Monitoring.
- When a patient rebooks an appointment following the DNA of their first appointment.
- When a patient self-refers back into the service for an existing condition within 6 months.

8. Referrals to/from Secondary Care Providers

- 8.1 Where a patient is referred on to a secondary care provider (specialist services usually based in a hospital), either direct from triage or from the community service, responsibility for reporting the patients' 18-week RTT waiting time transfers to the secondary care provider, with effect from the date they receive the referral. However, responsibility for managing the wait time and ensuring it does not breach 18 weeks, remains with SMSKPE.
- 8.2 All MSK referrals directed to secondary care providers following the triage stage or following treatment in the community service, must be accompanied by an Inter-Provider Transfer (IPT) form which must include the Unique Patient Pathway Identifier.
- 8.3 All secondary care providers receiving referrals from SMSKPE are required to clearly identify SMSKPE patients on their Patient Administration System (PAS) using the Unique Patient Pathway identifier provided by SMSKPE on the IPT form, to facilitate 18-week RTT and operational reporting.
- 8.4 All secondary care providers are required to submit a monthly minimum dataset for all SMSKPE patients to the CSI team (performance and information) team in order facilitate tracking of patients against 18 Week RTT wait times.
- 8.5 All secondary care providers referring patients into SMSKPE must ensure the referral is accompanied by a completed IPT form, including the Unique Patient Pathway Identifier containing the referrer organisation code (e.g. the SMSKPE organisation code is NWX01) which will allow both referrer and the MSK service to accurately track the patient throughout

the full duration of their pathway.

8.6 In most cases, referrals from secondary care into the MSK service will fall into one of the following categories:

- Patients who have already received treatment and are being referred in for follow up or monitoring (e.g. Patient that has had surgery for their condition and has been referred back into our service for a follow up with the consultant). This will not start a new RTT clock unless a decision is later made to start a substantively new treatment which differs from the original agreed treatment plan.
- Patients referred in by a consultant for a new condition which has been identified whilst receiving treatment in secondary care for another condition. This will start a new RTT clock.
- Patients referred into the community service from a secondary care provider where intervention has not been undertaken. This may occur, for example, if the patient's condition changes or if the referral onwards was for a second opinion. Patients referred back to SMSKPE without intervention will not start a new clock and the existing clock will continue as identified on the IPT form.

9. Direct Referrals to Secondary Care Providers

9.1 Agreed local sub-contractor hospital providers:

- Brighton and Sussex University Hospitals NHS Trust (BSUH)
- East Sussex Healthcare NHS Trust (ESHT)
- Horder Healthcare (HH)
- Maidstone and Tunbridge Wells NHS Trust (MT&W)
- Queen Victoria Hospital NHS Trust (QVH)

** and other hospitals (independent and NHS sector) available on the E-Referral Service (e-RS).*

9.2 For referrals to secondary care for elective orthopaedic procedures (e.g. hip replacement, knee replacement), SMSKPE will fully manage the pathway of care in alignment with RTT timeframes, including diagnostic work up and direct listing for procedures as appropriate. The SMSKPE Service will complete the initial informed consent where clinically appropriate.

9.3 From the point of receipt of referral and appropriate transfer of care from triage (using an IPT form and including the SMSKPE Unique Patient Pathway Identifier), responsibility for tracking and reporting the patient against 18-week RTT targets is transferred from SMSKPE to the

receiving Provider.

- 9.4 For referrals considered urgent, either by the referring clinician or through triage by the MSK Service, the patient will wait no longer than 3 days (from receipt of referral into MSK) to be referred to the most appropriate provider.

10. Management of Non-Admitted MSK Pathways

10.1 The SMSKPE Service will manage the care of non-admitted patients according to the following general principles:

- Patients will be seen in order of clinical priority.
- Patients will be kept fully informed throughout the course of their care pathway.
- Any and all contact with the patient will be recorded on SystemOne.
- The MSK Service will operate a waiting list system, organised by location, clinic type (anatomical pathway), clinician type (AP, consultant etc.), and appointment type (new, follow-up, etc.), taking patients in turn except in the case of emergencies.
- Patients will be offered appointments in date order to ensure equity of access, and cancelled slots will be offered first to the longest waiting patients, as opposed to the next 'routine' referral in.
- Patients should only be referred into the MSK Service if they are clinically appropriate for the service and the patient would like to be referred for assessment. All referrals should contain a robust clinical set of information which outlines the reason for referral, along with the relevant patient details, to ensure that patients are correctly triaged and allocated appropriate clinic slots, i.e. urgent or routine.

11. Management of Referrals

11.1 The SMSKPE Service will manage referrals according to the following general principles.

11.2 The Service is able to receive referrals from GP Practices, other MSK clinicians and patient self-referral for all patients aged 17 years and older and who are registered with a GP within High Weald Lewes and Havens CCG (HWLH) & Eastbourne Hailsham and Seaford CCG (EHS).

11.3 Patients with an existing condition who have been discharged from the MSK Service more than 6 months previously must be referred back in with a new referral. A new 18-week RTT waiting time clock will start from the date the new referral is received and will not be linked to

the clock from the original referral.

11.4 Referrals should be sent to SMSKPE via the following ways:

- Via ERS – all GP practices
- Via central email from other agreed referrers

11.5 All referrals must be registered on SystemOne within 24 hours of receipt.

11.6 All referrals are triaged against the SMSKPE Service Guidelines and Pathways identified on the SMSKPE website

11.7 95% of referrals will be triaged within 2 working days of receipt into the MSK Service.

11.8 Where referrals are missing clinical letters, diagnostics, etc., they will be placed on hold (Admin on Hold) for a maximum of 5 working days whilst a PCA makes 3 attempts (phone calls and emails) to obtain the missing data from the referring practice. If the missing data is not sent by the practice within 5 working days, the referral will be returned to the practice and the patient discharged from the service.

11.9 Where a clinical conversation relating to a referral is required, it will be placed on hold (Clinical On Hold) for a maximum of 5 working days whilst the clinician triager attempts to contact the referring clinician. Where immediate contact cannot be made, a PCA will make up to 3 requests for a call back within 24hrs. If a call back is not received following the 3rd request, the referral will be passed on to an SMSKPE Clinical Director.

11.10 A GP referral may be re-prioritised under the following conditions:

- Where the clinical decision is that the patient does not need a specialist opinion. This decision will be based on agreed pathway guidelines and redirected to the most appropriate pathway by an appropriate senior clinician at the point of triage and the GP informed.
- Where there is no clear clinical reason for a referral to be managed as an urgent case. In these cases, the patient will be contacted by telephone by a clinician to gain further information and to agree the most appropriate pathway for the patient.

11.11 A referral may be rejected under the following conditions:

- The patient presents with a condition that is out of scope for the MSK Service. These are outlined on the SMSKPE website and include patients presenting with suspected

malignancy (cancer) or non-MSK conditions.

- The patient's current clinical needs are better met by another service – this decision must be made by an appropriate senior clinician.
- If a referral is deemed to be clinically inappropriate at triage, it must be sent back to the referring GP within 24 hours of the decision to reject with an explanation as to why and recommendation for onward referral where possible.

- 11.12 The SMSKPE Service will manage the booking of appointments according to the following General Principles.
- 11.13 *Patients triaged into the general Integrated MSK Service will wait no longer than 5 working days to be contacted with an offer of an appointment. Where possible, patients will be contacted by telephone and/or letter and always be offered a choice of date, time and location.*
- 11.14 *Patients triaged direct to Physiotherapy/Orthotics/MSK Podiatry will wait no longer than 5 working days for their referral to be referred onward to the appropriate provider.*
- 11.15 *Patients triaged direct to Secondary Care will be subject to the waiting times of the Provider. On referral to the Provider, an SMSKPE PCA will add the patient to the Providers shortlist and endeavour to contact the patient to book in an appointment. If this is not possible, the patient will be contacted by the provider at a later date, to book an appointment.*
- 11.16 The booking confirmation letter will be clear and informative and include a point of contact and telephone number to call if the patient has any queries or needs to cancel. The letter will also clearly explain the impact on the NHS of cancelling their appointment or failing to attend the clinic on the designated date and time (see Did Not Attend rules).
- 11.17 In all cases, where it has not been possible for an SMSKPE PCA to contact the patient by telephone, they will be contacted by letter with a proposed appointment and an offer to change it if it is not suitable. All patients receive a confirmation appointment letter.
- 11.18 A reasonable offer for a routine appointment is defined as a choice of two dates with at least 2 weeks' notice.
- 11.19 Should a patient accept an offer made earlier than 2 weeks, then this becomes a reasonable offer.

- 11.20 A patient can turn down an offer of a short notice appointment without it affecting their RTT clock.
- 11.21 Where an offer of appointment is being made verbally, the patient must be given 2 reasonable offers, and these must be at least 2 weeks apart with reasonable notice. A patient who declines 1 reasonable offer of an appointment date must be offered at least 1 further date without affecting their 18-week RTT waiting time clock.
- 11.22 Patient initiated delays through declining 2 reasonable offers (e.g. due to holiday/work commitments) may make achievement of an 18-week RTT time impossible or unreasonable. Both referring GP and patient must be made aware of the expectation for the patient to be willing and able to engage with a treatment plan within this timeframe.
- 11.23 Where patients are unable to commit to attending the service for social, work or other reasons, the following guidance will be followed:
- For patients wishing to delay no more than 6 weeks, these patients will be offered an appointment and the 18-week RTT clock will continue to tick. PCAs should note this on the patient record to identify that there has been a delay and for how long.
 - For patients wishing to delay for 6 weeks or longer, these patients will be advised that they will be discharged from active care but can self-refer to the service within 6 months of the date they informed us. In these cases, the 18-week RTT clock will stop and a letter sent to the patient informing them of this with information on how to refer themselves and their GP informed.

12. Management of DNAs (Did Not Attends)

- 12.1 All SMSKPE patients have the opportunity to agree or change their appointment time, date or location by contacting the service directly. In order to minimise DNAs, SMSKPE applies the following:
- 12.2 DNA definition: A DNA will only be recorded if a patient contacts the service after their appointment slot has finished. A patient attending at any time during their appointment will be counted as a late arrival and may or may not be seen depending on how much time is left of their original appointment slot.
- 12.3 All appointments must be clearly communicated to the patient and this must be recorded on the patient record (SystemOne).

- 12.4 The DNA rules below do not apply to patients identified by a clinician as a vulnerable adult or a child - these patients should be actively followed up by the service to the point of discharge and in collaboration with the GP where appropriate.
- 12.5 SMSKPE will only refer patients back to the care of their GP where there is a clinical need or where there is a concern that the patient's condition may deteriorate without commitment from the patient to attend the service.
- 12.6 If a patient fails to attend their first scheduled appointment, their 18-week RTT waiting time clock will be nullified
- 12.7 A letter will be sent to the patient advising them that they have DNA'd their appointment and that they must contact the service to rebook within 7 days of the postmark on the letter to rebook an appointment if still required.
- 12.8 If the patient does not contact the service, a letter will be sent to the patient advising them that they have been discharged from the service but that they can self-refer themselves back to the service within 6 months for the same condition without the need for a new GP referral.
- 12.9 Where a patient does contact the service to rebook their first appointment, a new RTT clock will start from the date the patients contacts the service to rebook their appointment. This appointment should then be confirmed with the patient either on the phone and/or in writing.
- 12.10 If a patient fails to attend any subsequent scheduled appointment, the patient will be sent a letter. If the patient does not contact the service, this will be escalated to a clinician to confirm if a discharge letter can be sent to the patient and copied to the GP with advice on how to self-refer themselves to the service within 6 months of the discharge date (for the same condition). The 18-week clock will be stopped on the date of the DNA.
- 12.11 Patients contacting the service after 6 months will need to return to their GP for a new referral. The only exception is for patient returning for replacement orthotics, providing the orthotics were initially prescribed by SMSKPE – these patients can self-refer at any time. See section on orthotics below.

13. Management of Cancellations

- 13.1.1 Appointments may be cancelled by the patient, GP, referring Consultant, Secondary Care Provider, or SMSKPE Service. The patient cancellation rules below do not apply to vulnerable adults or children.

- 13.1.2 Where a patient cancels a scheduled appointment, the patient must notify the MSK Service in advance of the appointment (preferably 48 hours to allow sufficient notice for the clinic time to be rebooked for another patient). The SMSKPE service aims to offer an alternative appointment within 6 weeks of the original appointment date. Alternative appointments will be offered at the point the patient contacts the service to cancel the original appointment.
- 13.1.3 The rules regarding the declining of 2 reasonable offers of appointment also apply.
- 13.1.4 Appointments cancelled at any time *before* a patient's appointment will be treated as a patient cancellation. Cancellations (either singular or multiple) will not affect the RTT clock which will continue unaffected.
- 13.1.5 SMSKPE will only refer patients back to the care of their GP where there is a clinical need or where there is a concern that the patient's condition may deteriorate without commitment from the patient to attend the service.
- 13.1.6 SMSKPE will report the impact of patient cancellations against waiting times on a monthly basis as part of the contract monitoring process.
- 13.1.7 SMSKPE is committed to offering certainty to patients as well as choice in arranging their care. Every effort will be made to avoid cancelling patients' appointments.
- 13.1.8 18 week waiting time clocks will not be affected by the MSK Service cancellation of a clinic. Cancellation of clinics can only be authorised by the Integrated Care Co-ordinators.
- 13.1.9 Cancellations must be kept to an absolute minimum and will be monitored on an ongoing basis.
- 13.1.10 Wherever possible, patients that have been previously cancelled should not be cancelled a second time.
- 13.1.11 If an appointment is cancelled by SMSKPE for non-clinical reasons, a new appointment must be booked within 5 working days, and with reasonable notice.
- 13.1.12 In order to minimise cancellation of clinics, a minimum 6 weeks' notice must be given of planned annual leave, professional or study leave. This applies to all clinical personnel working with SMSKPE.

14. Management of Diagnostics

- 14.1.1 Diagnostic tests must be performed, and the results reported within 6 weeks of the date of the request for the test, to ensure delivery of the national operating standards.
- 14.1.2 The DNA and Cancellation Rules as above apply to diagnostic patients, with the exception of vulnerable adults and children.
- 14.1.3 Diagnostics must take into account a patients' existing RTT clock waiting time when appointing for tests, as it may require a patient to be seen sooner than the 6-week maximum waiting time for a diagnostic.
- 14.1.4 Where a diagnostic test result triggers a substantially new treatment plan to the one initially agreed with the patient, this will start a new RTT clock.
- 14.1.5 Radiology providers will follow their own local access policy. The majority of radiology referrals for SMSKPE are managed by the Medical Imaging Partnership (MIP). Please refer to the agreed access policy.



15. Clinical Thresholds and Individual Funding Requests (IFR)

- 15.1.1 Clinically Effective Commissioning (CEC) are medical treatments where the evidence of clinical and/or cost effectiveness is limited, and patients must meet agreed thresholds in order to meet onward referral criteria.
- 15.1.2 Individual Funding Requests are managed under the local CCG funding request process to approve funding for healthcare/procedure for an individual which is considered appropriate but falls outside the normal range of services and treatments that the organisation has agreed to commission.
- 15.1.3 All referrals into the service will be managed according to the local CEC thresholds. Where patients do not meet the criteria for onward referral, alternative conservative options will be

offered.

- 15.1.4 In a small number of cases where patients do not meet CEC thresholds but there is a strong clinical case to support a referral, the case should be escalated for a decision via an IFR. In these circumstances the relevant MSK service clinician should inform the patient, complete the relevant documentation required by the CCG in full, and submit it to the IFR panel for approval.
- 15.1.5 The CCG will ensure the request is dealt with promptly to avoid unnecessary delay to the patient's Referral to Treatment waiting time clock. The patient's RTT clock will continue unaffected during this time.
- 15.1.6 If a request for a procedure is refused, the patients RTT clock will be stopped on the date the patient is notified of the decision. The RTT code applied will be "Decision Not to Treat". PCAs must ensure that detailed information regarding the Exceptional Treatment case circumstances is clearly recorded on SystemOne.
- 15.1.7 Where funding approval is required for a treatment or procedure, the patient will not be placed on a waiting list until approval is obtained from the CCG.

16. Management of Admitted Pathway

- 16.1 Patients admitted to hospital will follow the local access policy as agreed by the secondary care provider.

17. Training and Education

- 17.1 All new medical and clinical staff must receive appropriate training regarding RTT rules and their responsibilities. Evidence of training must be documented within the local induction period.
- 17.2 All waiting list administrators (TAs, PCAs, SPCAs and ITCs), clinic staff, secretaries and booking staff are required to have regular RTT awareness training relative to their role and responsibilities within the patient pathway management process.

- 17.3 Data Administrators (e.g. RTT validators, PCAs) will receive additional and ongoing training adjusted to their roles, as and when needed.
- 17.4 This Access Policy and RTT Roles and Responsibilities within SMSKPE will be supported by initial training at new starter induction, with ad-hoc updates to reflect changes to national and local guidance, and annual refresher training as a minimum standard.
- 17.5 All staff are expected to comply with the SMSKPE Access Policy.
- 17.6 Regular monitoring of both employee and service performance against this policy will ensure compliance with standards, efficient use of resources, and best quality service to patients.
- 17.7 In the event of non-compliance, a resolution should initially be sought by the team, specialty or individual's line manager. The matter should then be dealt with via the relevant disciplinary or capability procedure.

18. Monitoring Compliance and Reporting

- 18.1 Weekly patient tracking lists will be produced by the CSI team from Here and/or made available to Business Intelligence Manager Data & Systems Co-ordinator and Service Managers at SMSKPE. It is the responsibility of the Data & Systems Co-ordinator to run a weekly programme of audits for data completeness and anomalies.
- 18.2 Appropriate Information on current waiting times, 18-week RTT performance, trends and trajectories, will be produced by Business Intelligence Manager and Data & Systems Co-ordinator for routine distribution to Leadership and CRAS Team at SMSKPE.
- 18.3 Weekly/Monthly RTT data will be submitted to the Department of Health by CSI Team from HERE™ as required.
- 18.4 The Head of Informatics from Here is responsible for ensuring that adequate staffing is in place to ensure Department of Health Data return deadlines are met.
- 18.5 The Leadership Team from SMSKPE is responsible for ensuring that all 18-week data returns are signed off operationally prior to submission to the Department of Health.

- 18.6 The Data & Systems Co-ordinator is responsible for ensuring that all 18-week data returns are signed off by the Operations Manager prior to submission to the Department of Health.
- 18.7 For the Community based services, the MSK Services Operational Performance Group (SOPG) is responsible for the functional and operational delivery of operational standards, including the RTT patient pathway. The MSK SOPG is reportable and accountable to the Integrated Governance Group at SMSKPE.
- 18.8 The MSK Services Operational Performance Group are responsible for the performance management of operational standards, including the RTT patient pathway within secondary care providers. The MSK SOPG is reportable and accountable to the Integrated Governance Group at SMSKPE.
- 18.9 The Integrated Governance Group has oversight of the MSK Services Operational Performance Group reportable and accountable to the SMSKPE JVCo Board – the ultimate point of escalation and accountability for service operational and performance standards.
- 18.10 Adherence to the policy for Hospital based services is managed through the monthly Contractual Meetings and Clinical Quality Meetings led by the Contracts and Quality Governance Manager.

19. Associated Documents and Supporting References

- [NHS Constitution 2013](#)
- [2014/15 Choice Framework](#)
- [NHS Assessment of Performance](#)
- Department of Health Operating Framework
- NHS Data Standards and Information Standards Notifications
- Monitor Compliance Framework
- DOH Referral to Treatment consultant-led waiting time – Rules Suite Oct 2015
- DOH Referral to Treatment consultant-led waiting time – How to Measure
- Writing an Access Policy, Elective Care Intensive Support Team, NHS IMAS