

## Camden MSK: A guide for GPs

Camden Musculoskeletal Service (Camden MSK) is for people with musculoskeletal conditions. The service provides a single point of access on ERS for all Camden adult MSK referrals.

Our team includes health professionals covering all musculoskeletal specialist areas who can provide a comprehensive assessment and a range of treatments and management plans in a community or hospital setting.

Camden MSK works in partnership with community and acute services; including University College London Hospitals (UCLH), Royal Free London (RFL), Central North West London (CNWL), Connect Health and InHealth.

Community Musculoskeletal Services offered include:

- Clinical Assessment & Triage Service (CATS) for complex MSK presentations that have not responded to Physiotherapy.
- MSK Physiotherapy
- Camden Pain Service (CPS)
- MSK Podiatry
- Imaging/diagnostics

### What happens to my patient's referral?

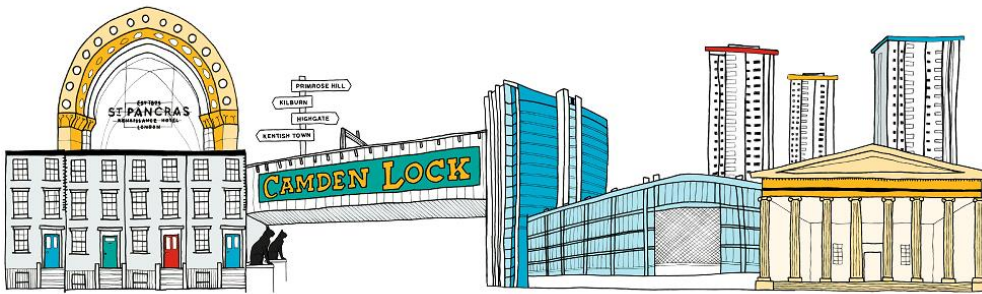
Once we receive your patient's referral it will be processed by the administrative team.

If you specifically request Physiotherapy, podiatry or Camden Pain Service, or URGENT Rheumatology your referral will be passed directly to the relevant service.

Where more than 1 service is selected, Specialist CATS Triage or other consultant service is requested; the referral will be triaged by a specialist clinician and passed to the appropriate service.

Your patient may see a physiotherapist, an Advanced Physiotherapy Practitioner (APP), a podiatrist or orthopaedic, rheumatology, spinal neurosurgery or pain management specialist, who will assess and investigate as appropriate.

These services are able to refer the patient onwards, usually via CATS, in the event the clinical presentation changes or is different to the initial interpretation of the referral during triage.



We respectfully request that patients are not promised or informed they specifically require investigations or interventions (e.g MRI, steroid injection etc). Expectation setting makes a huge difference to satisfaction and engagement with management plans, and it is significantly impacted where MSK opinion contradicts GP advice.

### **Named Care Co-Ordinator**

All patients accessing services via Camden MSK will be assigned a Named Care Co-Ordinator (NCC). If you or your patient have any questions, queries or issues you can call your NCC on **0203 447 7779** or email on [uclh.camdenmskhub@nhs.net](mailto:uclh.camdenmskhub@nhs.net) and the administrative team will help deal with the matter. The NCC's have access to all clinical teams and electronic patient record systems across the Camden MSK Partnership

### **Your patient can self-refer into Camden Musculoskeletal Physiotherapy:**

Camden community Musculoskeletal Physiotherapy is managed by Connect Health.

Ask your patient to call **0207 871 0545** to arrange an appointment.

An administrator will register the patient on the Connect EPR system and arrange an initial appointment with a physiotherapist. Please advise your patients that this may be over the telephone. The physiotherapist will ask a number of questions to determine the most appropriate management of your patient's condition.

### **GP support, comments, complaints and suggestions**

Our support team are here to help you, if you have any queries, questions and feedback please contact:

0203 447 7779 (lines are open Monday to Friday between 9am - 5pm) or email [uclh.camdenmskhub@nhs.net](mailto:uclh.camdenmskhub@nhs.net)

The Camden MSK website has useful information to help support you and your patients.

[www.camdenmsk.co.uk](http://www.camdenmsk.co.uk)

If you would like to see any additional resources on the website please let us know.

[www.camdenmsk.co.uk](http://www.camdenmsk.co.uk)