

'How to' – send Physio patient self-referral via SystmOne

1. Patient fills in self-referral form and hands it in at GP surgery reception (this form can also be returned to the physio service directly by post or email). Check the patient's consent to share and sharing settings.

Patient Completed Physiotherapy Self-Referral Form

NHS Mansfield and Ashfield Clinical Commissioning Group Newark and Sherwood Clinical Commissioning Group

Date: _____

You can now self-refer to physiotherapy for muscle and joint problems without needing to see your GP. Please read and complete all parts of this form.

Please consult your GP URGENTLY or NHS 24 by calling 111 if you have recently/suddenly developed:

- Difficulty passing urine or controlling bladder/bowels
- Numbness or tingling around your back passage or genitals
- Numbness, pins and needles or weakness in both legs

Please inform your GP of this referral if you:

- Have recently become unsteady on your feet
- Are feeling generally unwell/fever
- Have a history of cancer
- Have any unexplained weight loss

Name: _____ Date of Birth: (not available for those under 16 years) ___/___/___ M ___ / F ___

Address: _____ Telephone Home: _____

Postcode: _____ Telephone Mobile: _____ Do you consent to receiving text messages: Yes / No

Do you have any special requirements? (e.g. interpreter) Yes / No Please describe: _____

Email: _____ GP name: _____ GP surgery: _____

Please mark on the diagram below the location of your main problem with a cross (X) where you are having your symptoms

Is your pain / problem due to a recent fall or injury? Yes / No

Please describe your current problem and symptoms below:

FOR PATIENT / FAMILY USE ONLY – THIS IS NOT A CLINICAL REFERRAL FORM Version 6 Please note that information sent by email over the internet is not secure. This means that there is a risk of it being intercepted and read by people other than those it was intended for **Please turn over**

Please answer the following questions about your current problems and how they affect you, on average, over the course of a week.

Are your day to day activities affected by your symptoms? Not at all Mildly Moderately Severely

Are your symptoms disturbing your sleep? No Yes, difficulty getting to sleep Yes, woken up from sleep Yes, unable to sleep at all

If in pain, how would you describe it? Mild Moderate Severe

How long have you had your current problem? Please state how long if more than 12 weeks
 Less than 2 weeks 2-6 weeks 7-12 weeks More than 12 weeks

Have you had physiotherapy for this problem before? Yes No If yes, how long ago? _____ Did it help? Yes / No

Did your problem start: Gradually Suddenly As a result of an injury

Are your symptoms: Improving Staying the same Worsening

Are you: Still working Off sick due to this problem On long term disability Other e.g. retired/ student/ carer/ parent (please circle)

Employment status – are you: Employed Unemployed Retired Student Carer

Due to your current problem are you unable to? Work Drive Play sport Care for a dependent Other

Please give details: _____

Please tick the box where you would like to have your Physiotherapy:

<input type="checkbox"/> Mansfield Community Hospital <input type="checkbox"/> Ashfield Health and Wellbeing Centre <input type="checkbox"/> Oakwood Surgery Mansfield Please deliver to your GP practice, post, email or deliver in person to: MSK Physiotherapy Department Local Partnership Ashfield Health & Wellbeing Centre Portland Street Ashfield, NG17 7AE Email address nst-forms-physiotherapy@nhs.uk	<input type="checkbox"/> Newark Hospital, Newark <input type="checkbox"/> Kings Hill Hospital Mansfield Please deliver to your GP practice post, email or deliver in person to: Physio Therapy Department Byron House Newark Hospital Newark, Notts NG24 4DE Email address phs.fr@nhs.uk
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2. Referral form is scanned and saved under 'Communications & Letters' on the patient record.

3. Navigate to the MSK Tab via the orange arrow on the patient record.

The screenshot shows the SystmOne interface for 'Communications - Mansfield & Ashfield CCG Newark & Sherwood CCG'. The top navigation bar includes 'Home', 'Admissions', '2ww & Urgent', 'Routine', 'Prior Approvals', 'Derm', 'MSK', 'PR', 'Community', 'Private', and 'Letters'. The 'MSK' tab is highlighted with a red circle. Below the navigation bar, there is a 'Select' section with a list of categories: Admission, Urgent / 2ww, Routine, Prior Approvals, Dermatology, MSK (highlighted with a red circle), Inter-Practice Referral, Community, Private, Letters, and Pathways. There is also an 'Other' section with 'Contact Details - Man...' and 'Problems & Summary ...'. At the bottom, there are 'Favourites' (Physiotherapy, Physiotherapy Ashfield), 'Investigations' (Cardiac Diagnostic Referral, Echo - Open Access, Gastroscopy Referral, Direct Access MRI - Knee & Spine, Echo / 24 Hour ECG, Ultrasound - Non Obstetric, DXA Scan Referral, FLO, Ultrasound - Diagnostic World), and 'Local Templates' (Cancer Care Review, EPACCS). A note at the bottom states: 'N.B. Ardens only provides a link to these local templates and is not responsible for any of their content'. At the very bottom, there are buttons for 'Information', 'Print', 'Suspend', 'OK', 'Cancel', and 'Show Incomplete Fields'.

'How to' – send Physio patient self-referral via SystemOne

4. Click 'Refer to Community Physio' – you do not need to complete a referral letter at this stage as the scanned form is already saved to the patient record

The screenshot shows the 'MSK Referral' form in SystemOne. The 'Physio' section is expanded, and the option 'Refer to Community Physio' is highlighted with a red circle. Other options include 'Write Letter' and 'Refer to Podiatry NottsHC'. The 'MSK Hub' section includes 'Referral Criteria', 'Minimum Data Set (if surgery likely)', 'Write Letter - Last 1 Consultation', 'Write Letter - Last 3 Consultations', 'Write Letter - Last 5 Consultations', 'New Referral Review Task', 'Referral Review', and 'Refer to Community MSK'. The 'Podiatry' section includes 'Refer to Podiatry NottsHC' and 'Podiatry Criteria'.

5. From the drop-down menu 'Task Recipient' select the option 'GP Physio Triage'. Type a short message in the bottom text box, then click 'Ok'. The referral will then be sent.

The screenshot shows the 'New Electronic Referral' form. The 'Task recipient' dropdown menu is open, and 'GP Physio Triage' is highlighted with a red circle. The 'Recipient' field is set to 'Community MSK County NottsHC'. The 'Reason for ref' field is set to 'GP Physio Triage'. The 'Service' field is set to 'MSK Admin'. The 'Urgency' field is set to 'Therapists'. The 'Referral summary' field is empty. The 'Ok' button at the bottom is highlighted with a red circle. The text 'Type a short message here e.g. "see attached form"' is displayed in blue. The 'Enter your referral narrative' text is visible below the text box.