

MSK Physiotherapy Clinical Triage and Assessment, and Outpatients Physio AQP Providers: Frequently Asked Questions for GP Practice Receptionist Staff

This document should be used by GP Reception Staff to support patients with information regarding the new MSK Physiotherapy Triage and Assessment, and Outpatients AQP Physiotherapy pathway.

1. What is the reason for the new service?

One of Caring Together's ambitions is to introduce planned, simplified care pathways that ensure people get the care they need, when they need it. The new service has a simplified the referrals process giving patients improved access through more capacity and greater choice as well as making it easier for them to see the right healthcare professional first time. Patients will be able to refer themselves directly into the Triage service or be referred straight into an AQP physiotherapy service by their GP, dependent on their condition.

2. Who are the new providers?

The Clinical Triage and Assessment Service are being provided by an organisation named:

- **Inhealth Ltd**

The AQP outpatient community physiotherapy services are being provided by the following:

- **East Cheshire NHS Trust**
- **HS Physiotherapy Ltd**
- **Mediscan Diagnostic Services Ltd**
- **Premier Physical Healthcare Ltd**
- **Total Physiotherapy Ltd**
- **Trinity House Practice**
- **Water Lane Clinic**
- **AIM Physiotherapy Ltd**
- **Vernova Healthcare Ltd**
- **Physiofit Ltd**
- **Spire Healthcare Ltd**

3. When did the new services go live?

The AQP outpatients' community MSK physiotherapy services went live on 1st September 2017.

The Clinical Triage and Assessment service went live on 1st October 2017.

4. What are the contact details for the new MSK Clinical Triage and Assessment Service?

Inhealth Ltd, Patient Referral Centre, Sandbrook House, Sandbrook Way, Rochdale, Lancashire, OL11 1RY

(Treatment location tbc – agreement with premises within Eastern Cheshire is in progress)

Tel: 0333 200 4042

Referrals: Can be sent by fax to 0333 321 1954 or emailed to INL.generalenquiry-nwats@nhs.net

Self-referrals: Can be completed via paper format and posted to the above address (using free post envelopes provided at the practice), or completed via email and sent to the above email address, over the telephone using the above telephone number, or online:

www.greater-manchester-cats.nhs.uk/eastern-cheshire-triage

please encourage patients to self-refer where possible.

Exclusions to self-referral are if the patient is experiencing the following symptoms:

- changes in their bladder and bowel habits
- has a hot swollen joint
- constant severe pain and is unable to find relief
- weakness, pins and needles, loss of feeling
- unexpected weight loss

5. What are the locations where the AQP providers will be providing treatment from?

East Cheshire NHS Trust

Congleton War Memorial
Handforth Health Centre and Clinic
Knutsford Community Hospital
Poynton Health Centre
Waters Green Medical Centre
Wilmslow Health Centre

Tel: 01625 661 875

Referrals: Can be sent by fax to 01625 661482 or emailed to ecn-tr.therapyreferral@nhs.net

HS Physiotherapy Ltd

Address and Contact details to follow *(hold off making referrals until location confirmed)*

Mediscan Diagnostic Services Ltd

Wilmslow Health Centre, Chapel Lane, Wilmslow, SK9 5HX

Tel: 0161 820 1123

Referrals: Can be sent by EMIS Web, faxed to 0161 820 1118 or emailed to mdsl.physiotherapy@nhs.net

Premier Physical Healthcare Ltd

Readesmoor Medical Centre
Watersgreen Medical Centre
Chelford Surgery
Meadowside Medical Practice

Referrals: Can be sent by email to premier.therapy@nhs.net

Total Physiotherapy Ltd

Address and Contact details to follow *(hold off making referrals until location confirmed)*

John Honey Physiotherapy

Trinity House Practice
150-152 Cumberland Street,
Macclesfield, SK10 1BP

Tel: 01625 500777

Referrals: Can be sent by fax to 01625 616 161, NHS email address to follow

Water Lane Clinic

106 Water Lane,
Wilmslow, SK9 5BB

Tel: 01625 252475

Referrals: Can be sent by fax 01625 548 515 or frances.west1@nhs.net

In order to assist with freeing up GP appointments,

(pto..)

AIM Physiotherapy Ltd

Holmes Chapel Health Centre, London Rd,
Holmes Chapel, Crewe, CW4 7BB

Tel: 01477 536073

Referrals: Can be sent by email to
ecccg.aimphysio@nhs.net

Physiofit Ltd

4 Trafford Road
Alderley Edge, SK9 7NT

Tel: 01625 590 444

Referrals: Can be faxed to 01625 586774

Spire Healthcare Ltd

Spire Regency Hospital
West Street, Macclesfield,
Cheshire, SK11 8DW

Tel: 01625 505 412 / 505 406

Referrals: Can be sent by fax 01625 501800 or GP
Connect

Vernova CIC

Bollington Medical Centre
Wellington Road

Bollington
SK10 5JH

Tel: 01625 462 593

Referrals: accepted via EMIS web (*NHS.net email
address as an alternative is to follow*)

6. What happens if the previous MSK physio provider is no longer providing services in our local area (practice)?

Patients can be referred to any provider registered as an AQP. The providers would be keen to provide services and either you can contact them directly or discuss with Lucy Price lucyprice2@nhs.net at the CCG.

7. Who should the patient contact at the CCG should they wish to raise a concern or query?

For enquiries please contact us either via;
Post: NHS Eastern Cheshire CCG, 1st Floor, West Wing, New Alderley House,

Victoria Road, Macclesfield,
Cheshire, SK10 3BL

Tel: 01625 663 477

Email: ecccg.generalenquiries@nhs.net

Online: www.easterncheshireccg.nhs.uk/Contact-Us

***** End *****