

SCHEDULE 2 – THE SERVICES

A. Service Specifications (Full Length Contract)

Service Specification No.	11J/0225 v2
Service	Pan Dorset Musculoskeletal (MSK) Triage Service
Commissioner Lead	Elective Care Team – Service Delivery
Provider Lead	Head of Specialised Services, Dorset Healthcare
Period	01 April 2020 to 31 March 2022
Date of Review	31 March 2021

1. Population Needs

1.1 National/local context and evidence base

Musculoskeletal (MSK) disorders (back and neck pain, osteoarthritis and rheumatoid arthritis) account for about a quarter of the years lived with disability in England. They result in pain and physical inactivity which are recognised risk factors for developing other long-term conditions such as depression, cardiovascular conditions and some cancers. They also cause a considerable burden to social and informal care as both the prevalence and severity of these disorders increase with age.

MSK conditions affect 1 in 4 of the adult population, approximately 9.6 million adults in the UK.

The NHS England RightCare Programme has identified that 31% of total elective opportunities involve MSK pathways; NHS England specified a requirement to establish and implement an MSK triage service by September 2017 as a mechanism by which to realise these opportunities.

NHS Dorset Clinical Commissioning Group were nominated as a wave 1 CCG for the implementation of an MSK Triage Service for four MSK Specialities (pain, spinal, orthopaedic and rheumatology) by 1st October 2017.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	*
Domain 2	Enhancing quality of life for people with long-term conditions	*
Domain 3	Helping people to recover from episodes of ill-health or following injury	*
Domain 4	Ensuring people have a positive experience of care	*
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	*

2.2 Local defined outcomes

- To ensure MSK Patients are seen by the right person, at the right time in the right place first time.
- To ensure seamless transfer of patients to and from the Pan Dorset MSK Triage Service.
- To ensure patients with red flag symptoms are referred directly to secondary care with no delay.
- To comply with CQUIN, Local Quality Indicators and key performance indicators.
- To ensure effective communication with the services listed in 3.5.

3. Scope

3.1 Aims and objectives of service

The aim of the Pan Dorset MSK Triage Service is to triage 100% of GP MSK referrals for orthopaedics, pain, rheumatology and spinal (excluding red flags) from 1st October 2017.

3.2 Objectives

- To triage 100% of GP MSK referrals (excluding red flags), following first line treatment in primary care within 4 operational days of receipt.
- To implement choice at the point of onward referral, using the e-referral system.
- To improve the consistency and appropriateness of care and treatment for all Dorset MSK patients.
- To ensure patients are seen and treated in an environment which is most appropriate to their needs.
- To work towards the creation of a seamless pathway for the patient to avoid duplication of assessment and diagnosis, reducing the number of steps in the patient journey; and the time taken to receive treatment.
- To make use of the Total Knee Replacement and Total Hip Replacement Shared Decision Aids and subsequent ones as they are developed in order to support informed patient decision making and enable the patient to fully understand the impact of each course of clinical treatment.
- To maximise outcomes for patients especially around optimizing health and wellbeing; maintaining independence, supporting self-management of pain and to facilitate patient's ability to function in work and their daily lives.
- To ensure patient information is up-to-date and readily available so patients are aware of the MSK Pathway and what this means for them.
- To ensure service users are only recommended and referred for surgical intervention where clinically appropriate.
- To assist with consultant to consultant referrals.
- To offer services who do not access to E-referral Service (ERS) but have patients registered with a Dorset GP the same level of service. Currently these services include Ministry of Defence (MOD) and Her Majesty's Prison (HMP).

3.2 Service description/care pathway

The MSK pathway is detailed in appendix 1.

Description of the Pan Dorset MSK Triage Service

- The Pan Dorset MSK Triage Service will be a single point of contact for all MSK GP referrals excluding red flags. The agreed red flag conditions can be found in appendix 2.
- Multi-disciplinary triage by Extended Scope practitioners.
- Referrals will be received by the Pan Dorset MSK Triage Service via the e-referral system.
- Referrals will be triaged within 4 operational days of receipt.
- Choice administrators will contact the patient following triage to offer choice if an onward referral is required. Otherwise patients will be referred back to their GP.
- The service will have the ability to provide patient information and advice on self-management, including access to shared decision aids.

Point of referral

The service will ensure that a resource pack is available to all GPs to be held on CCG intranet and practice IT systems which will include:

- Minimum dataset for referral to the Pan Dorset MSK Triage Service.
- Red flag conditions, which require patients to be referred directly to secondary care.
- Patient information leaflet.

Triage

Referrals will be triaged by an Extended Scope Practitioner (ESP).

- Referrals will be triaged, and appropriate action agreed within 4 operational days of receipt.
- Where the referral criteria have not been met or there is insufficient information, the referral will be returned to the referring GP.
- If red flags are identified at the point of triage the patient will be referred back to their own GP for onward referral.
- For rejected referrals, a comment will be sent to the GP via E-referral Service (ERS).
- Clinical triage decisions are visible to primary care within ERS and triage destination in SystemOne.
- The lead ESP will alert the Head of Specialised Services to any blocks within the system for onward referral, for example waiting times.

Staffing expectations

- The Head of Specialised Services will manage the Pan Dorset MSK Triage Service.
- A Memorandum of understanding is in place between all organisations providing the triage.
- Appraisals, induction, training, and appropriate security checks are the responsibility of the staff member's employing organisation.

Protocols

The service should utilise the relevant policies and procedures, including the following:

- Criteria based access protocols
<http://www.dorsetccg.nhs.uk/aboutus/clinicalpolicies.htm>;
- Onward referral mechanism for physiotherapy - patient will be referred back to GP practice for notification to the usual primary care physiotherapy provider or where self-referral is in place, the patient will be advised to refer themselves to Physiotherapy
- Access to diagnostics via advice back to GP practice.

3.3 Population Covered

All patients registered with a Dorset GP.

3.4 Any acceptance and exclusion criteria.

- Patients under 18 years of age.
- Patients who are not registered with a Dorset GP.
- Patients with 'red flag' symptoms to be referred directly to secondary care via their GP.
- Patients requiring emergency treatment – by the Emergency Department.
- Patients with post-operative or post-traumatic complications.
- Patients with an infection or other active pathology which would interfere with assessment or treatment process.

3.5 Interdependence with other services/providers

The Pan Dorset MSK Triage Service is an element of the Dorset MSK Pathway, therefore it is essential for the service to work effectively with a range of health and social care providers across Dorset. The main services include:

- NHS Dorset Clinical Commissioning Group.
- GP Practices.
- Poole Hospital NHS Foundation Trust.
- Royal Bournemouth and Christchurch NHS Foundation Trust; □ Dorset County NHS Foundation Trust.
- Dorset Healthcare University Foundation Trust.
- Local Independent Sector Providers (ISP)

Successful delivery of this service is dependent on:

- The quality of GP referrals.
- Ability of services within the pathway to accept patients in a timely manner following triage

4.**4.1 Applicable national standards (e.g. NICE)**

- NG59 - Low back pain and sciatica in over 16s: assessment and management
- NG65 - Spondyloarthritis in over 16s: diagnosis and management

4.3 Applicable local standards

Performance Indicator	Threshold	Method of Measurement	Consequence of breach
Service User Satisfaction	95% satisfied	Annual satisfaction survey	Service review
GP refers satisfaction survey	95% satisfied	Annual satisfaction	Service review
Management of referrals	100% of GP MSK referrals for pain, rheumatology, orthopaedics, and spinal (excluding red flags)	Monthly monitoring report	Service review
Triage of referrals within 4 operational days	100%	Monthly monitoring report	Service review
Number of referrals returned to GP requiring more information	Less than 10%, decreasing to 5% within 3 years	Monthly monitoring report	
Number of red flag conditions identified and referred back to GP	No threshold	Monthly monitoring report	Service review
Number and percentage of onward referrals to secondary care	No threshold	Monthly monitoring report	Service review
Audit of compliance against Criteria Based Access Protocols	98%	Quarterly audit	Service review
Number of complaints	No threshold	Quarterly	Service review
Annual mapping of 50 patient journeys through the MSK System to identify final outcome	50 patient journeys	Annual Audit	Service Review

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider's Premises are located at:

Dorset Healthcare NHS Foundation Trust is the Headquarters for the service, although staff may work remotely from a variety of sites.

7. Individual Service User Placement

N/A