

Service Specification: B

MSK ICATS (Integrated Clinical Assessment and Treatment Service)

Please note: This is not a stand-alone specification. It forms part of and should be read and used in conjunction with the Out of Hospital Community Services core service specification, sub specifications and appendices.

Purpose of the service

The core purpose of this service is to improve the quality of life for patients/citizens experiencing chronic and Muscular-Skeletal (MSK) related pain and orthopaedic mobility issues, to provide minimal intervention along with education and support with emphasis on promoting long-term self-management. Reduce the dependency on the wider health care services and improve effects on employment status and daily activities.

To provide a community based service offering initial triage or review process for patients/citizens with orthopaedic, MSK and chronic pain conditions, including Chronic Fatigue Syndrome (CFS) and fibromyalgia, offering a multi-disciplinary, biopsychosocial approach to assessment and treatment and access to community based physical and psychological therapies. These conditions should be managed in line with core standards for Pain Management and latest NICE guidance.

The Provider will be responsible for level two of a three level system approach to the management of pain and orthopaedic conditions and where appropriate will be required to work closely with primary care services from GPs, community pharmacists, community psychological therapies, pain self-help organisations/groups and community based physical and psychological therapy services as well as online advice and guidance.

The Provider will also be required to work closely with secondary care services and provide triage, clinical assessment and treatment of orthopaedic conditions (including spine/hip and knee and hands). As well as case conference to discuss complex cases that may require further medical or surgical management to ensure achievement of high secondary care referral to intervention conversion rate and direct listing to preoperative assessment where appropriate (in line with agreed pathways) ensuring minimal inappropriate referrals to surgery.

Aims and objectives

The aims of this service are to:

- Improve the quality of life for patients/citizens experiencing chronic pain and patients/citizens suffering from CFS, Fibromyalgia, MSK, pain and orthopaedic conditions.
- Support and empower patients/citizens and their nominated carers to take responsibility for managing conditions.
- Optimising the proportion of patients/citizens able to manage their conditions without the need for surgical intervention.
- Support service users and their families/carers to adapt and manage changes in their home and work lives that have resulted from their condition.
- Provide a safe and effective service and a high quality patients/citizens experience.
- Reduce the number of inappropriate referrals to secondary care and increase the conversion rate for surgical outpatients appointment to surgery.
- Improve return to work and mobility outcomes.
- Work collaboratively with mental health and wellbeing services to ensure that care and support is joined up

The objectives of the service are to:

- Act as a single point of access for patients/citizens providing an integrated and coherent patients/citizens journey across service provision.
- Carry out initial triage or review process of all ICATS referrals within 48 hours.
- Provide needs led intervention through effective triage, assessment and treatment, including self-management advice and guidance where appropriate.
- Provide signposting to relevant healthy change services, online support and guidance and occupational therapists as appropriate.
- Plan and provide assessment, diagnosis, treatment and management for service users.
- Provide an integrated clinical assessment and treatment service for orthopaedic conditions (including upper and lower spine/back, neck, hip and knee, shoulder, elbows, ankle and hands) and facilitate direct listing of patients/citizens for surgery only where appropriate, providing case conference to discuss complex cases that may require further medical or surgical management, to ensure achievement of high secondary care referral to intervention conversion rate.
- Provide a biopsychosocial approach to the management of pain and CFS/Fibromyalgia, in line with NICE guidance, which utilises evidence based interventions including education, physical and access to psychological therapies, and pharmacological support.
- Provide bio-psycho-social assessment including completion of Brief Pain Inventory (BPI), EQ-5D questionnaire and an assessment of psychosocial issues using tools such as the STarT back screening tool.
- Plan and provide physiotherapy assessment, diagnosis, treatment and management for service users with a broad range of musculoskeletal problems. Plan specialist input with service users through a shared decision making approach and empower service users and their carers to self-manage by providing appropriate advice, guidance and support.
- Provide in house injection clinics for patients who have an inflammatory or musculoskeletal condition for which local corticosteroid injection is a recognised treatment
- To provide appropriate equipment with the aim of improving clinical outcomes where appropriate.
- Work co-operatively and constructively with other agencies in the health services and voluntary sector and raise inter-professional, local and public awareness by means of education packages for service users and carers.
- Work in an integrated way with IAPT Providers to ensure access to psychological therapies when appropriate and necessary.
- Work closely with external teams and referrers to ensure the best management of the patients/citizens and appropriate referrals to and from other services (i.e. GP, rheumatology services, A&E, secondary care, weight management services).
- Work in partnership with local authorities to streamline provision of occupational therapy services across health and social care.
- Work in partnership with other areas to streamline provision across CCG boundaries in line with the greater Nottinghamshire pain management service.
- Remain flexible to changes in line with the Greater Nottinghamshire MSK groups' strategic direction.

Social Value

Support achievement of the Social Value objectives for patients/citizens and staff by (not limited to):

- Facilitate access to self-help and self-management support
- Facilitate increased levels of exercise and physical activity
- Facilitate access to diet and nutrition education
- Facilitate a reduction in social isolation and improved mental health

- Facilitate employment and return to work opportunities
- Facilitate environmental sustainability

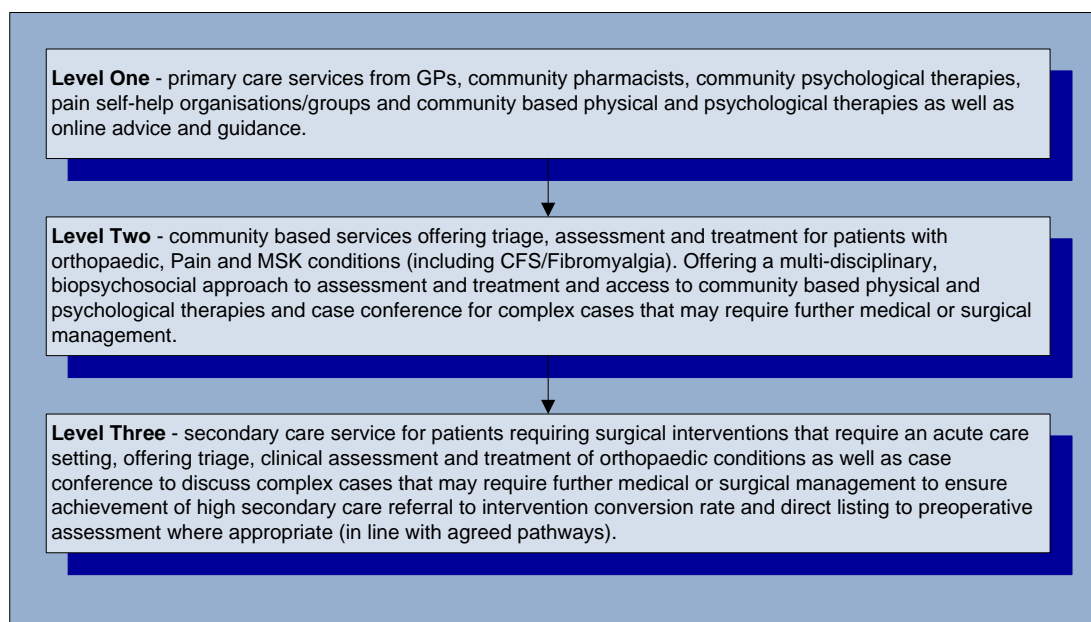
Categories of need

The Provider will provide the service to the following service users:

- Patients/citizens over 18 years of age (or based on individual circumstances)
- Patients/citizens registered with a GP in Nottingham City

Experiencing any of the following:

- Nociceptive pain
- Neuropathic pain
- MSK pain
- Orthopaedic related mobility conditions
- Pelvic pain
- Fibromyalgia
- Chronic fatigue syndrome
- Not responding to GP treatment for pain/MSK related conditions
- Psychosocial risk factors for poor health outcome
- Worsening disability



Patients/citizens excluded from the service are those:

- Who are not registered with a GP in Nottingham City
- Who are under 18 years
- Who require emergency treatment
- With suspected cancer
- With post-operative or post-traumatic complications
- With symptoms that identify a patients/citizens requiring urgent secondary care review anywhere along the pathway (Red flag)
- With associated significant trauma
- With weight loss or other significant systemic symptoms
- With significant distress and functional impairment caused by their persistent pain

- General musculoskeletal problems directly relating to pregnancy or postnatal (referrals received will be rejected with a recommendation to self-refer to women's health physiotherapy)
- With analgesic misuse problems or those who take recreational drugs to alleviate pain
- With Pain and MSK symptoms where the underlying issue is their primary psychiatric diagnosis
- Who require specific procedures only available in secondary care to reduce or eliminate pain symptoms
- 'Cancer survivors' who have persistent pain
- Rheumatology patients/citizens

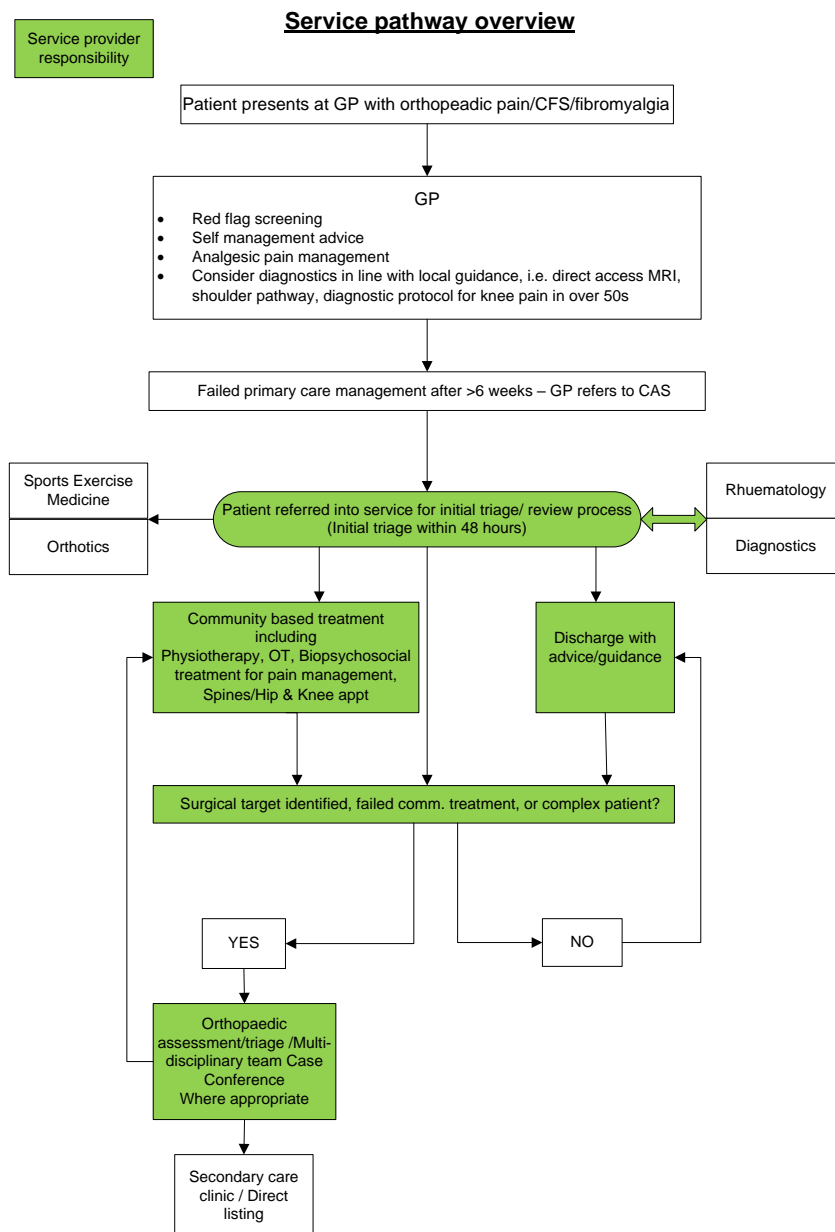
Workforce

Care packages will be tailored to individuals needs and will be delivered by therapists with a broad range of skills and knowledge base to meet the broad spectrum of needs and degrees of complexity/specialty, enabling flexible and responsive delivery by a multi-disciplinary workforce supported by multi-skilled individuals. All triage and assessment functions should be carried out by appropriate clinicians. Triage teams are likely to consist of the following:

- Enhanced physiotherapists
- Orthopaedic input
- Spine specialist input
- Sports exercise medicine specialist input
- Pain specialists

Operational pathway:

See below.



The operational pathway can be summarised as the following steps:

Step 1 – GP management

Step 2 – GP referral into Clinical Assessment service (CAS) for all MSK orthopaedic and pain presentations

Step 3 – CAS forward referral to orthopaedic triage service

Step 4 – Triage to appropriate service for assessment and treatment or discharge with advice and guidance

Step 5 – Further MDT case conference for patients/citizens where surgical target has been identified, patients/citizens has failed community treatment or has been identified as complex