Physiotherapy Referral (Direct Access)

Information Directory for GP’s

Physiotherapy Department

Telephone: 01483 464153
General enquiries/referrals: rsc-tr.physio.RSCH@nhs.net
Introduction

This directory outlines the Outpatient services offered by the Physiotherapy Department at the Royal Surrey County Hospital available for direct GP referral.

Key features

■ Guildford locality NHS provider for Physiotherapy services
■ Number of treatments based on patient’s clinical need
■ Advanced level Practitioners specialising in Hands, Spines, Shoulders, Hip, Knee, Foot and Ankle and Pain Management all of whom are involved in the MSk pathway. Also, rheumatology and specialist Orthopaedic Paediatrics.
■ Continuity of care with same physiotherapist throughout treatment episode
■ Advice/co-treatment available between different specialties e.g. musculoskeletal problem in a patient with a long term neurological condition
■ Close links with Consultants
■ Choose and Book appointments available for all specialties
■ Appointments from 7am–6pm weekdays and full Saturday opening
Facilities

- 2 large gymnasia, one extensively equipped with professional standard pieces of large cardiovascular equipment and fully air conditioned. The other includes parallel bars, stairs, Bobath plinth and other specialist equipment
- 4 private consulting rooms
- 16 patient treatment cubicles
- Comfortable education room
- Patient showers and lockers
- Modern electrotherapy equipment
- Access to Children’s centre for child friendly facilities
How to refer

You can refer via fax, email, post or if you are concerned about a patient please phone and speak to the relevant service lead or Superintendent/Service Manager. Choose and Book appointments are available for all services.

For written referrals, you can complete a referral form or alternatively you can send a letter.

For all referrals please include the following information:

■ NHS number

■ Patient details (name, address, DOB and all relevant contact telephone numbers)

■ Diagnosis/symptoms or reason for referral

■ Duration of problem

■ Any relevant test results/X-rays

■ Any relevant medical problems/medication

■ Referrer name and surgery

To enable us to effectively prioritise urgent referrals the following information is required:

■ If patient unable to work due to problem

■ Symptoms causing difficulty sleeping

■ Patient unable to manage usual responsibilities (e.g. caring for children)
Overview of Physiotherapy at RSCH

All our Physiotherapists are Chartered and members of the Chartered Society of Physiotherapists and registered with the Health and Care Professions Council (HCPC)

Discharge information:
Discharge reports are sent to referring GPs, primarily sent electronically via EDT.

Treatment of multiple conditions:
Please refer only 1 condition per referral form. Should patients be referred for more than one problem on the same form, the problem affecting them most will be addressed first. This will be recognised as a double referral if the problems are not directly linked.

Clinical Governance:
All teams have Clinical Governance structures which include regular updates of protocols, standards and patient information. These are written taking into account any relevant national or local guidelines, research findings and other sources of evidence based practice to ensure the highest standard of patient treatment. All staff participate in weekly in-service training programmes and annual appraisals using the KSF structure. Audit is an integral element of our work and informs our clinical practice. Patient feedback is used where relevant to shape service provision, e.g. preferred user appointment times.

Validated outcome measures:
All specialties use a range of validated outcome measures to record the impact of the treatment given. Subjective and objective measures are monitored at every session.
CREST team (Cardio RESpiratory Team)

This newly formed team are made up of the previous cardiac rehabilitation and respiratory teams. Classes continue to be run from the RSCH and also from a new venue at Wilfred Noyce centre in Godalming

Key Contact: Abbie Masters Team leader Physiotherapist

Cardiac Rehabilitation

Waiting times:
- Early education and advice class 0-2 weeks
- Individual assessment prior to group exercise and health education classes 2-4 weeks

Appropriate Patients:
- ACS including STEMI, NSTEMI, UA, PPCI, angina and heart failure
- After revascularisation procedures: PCI & CABG
- Following valve or other cardiac surgery
- Following a cardiac arrest
- Following insertion of ICD & CRT devices

N.B. A referral for a patient who had an event or procedure at another hospital must be accompanied by the hospital discharge letter and details of any other investigations or procedures.

The cardiac rehabilitation programme is a combination of a supervised group exercise class to enable the patient to confidently exercise safely at an appropriate level, guidelines on exercising at home and practical strategies to improve lifestyle.
Inappropriate Patients:

- Significant aortic stenosis (aortic valve area <1.0cm²)
- Uncontrolled atrial or ventricular arrhythmias
- Uncontrolled sinus tachycardia (resting HR>120)
- Acute pericarditis or myocarditis
- Uncompensated heart failure
- Unstable angina
- Uncontrolled diabetes mellitus
- Severe orthopaedic conditions that would prohibit exercise
- Severe physical or mental infirmity (must be able to exercise independently in a group situation)

NB If using Choose and Book the clinic is within Physiotherapy rather than Cardiology
Respiratory

Appropriate patients Respiratory Outpatients:
Bronchiectasis, Hyperventilation Syndrome (HVS), Dysfunctional Breathing problems, patients with chronic sputum retention issues and breathlessness management with Interstitial Lung Disease.

Appropriate patients Pulmonary Rehabilitation:
- Patients with all severity of Pulmonary disease, mild, moderate and severe
- Function limited due to their respiratory symptoms
- Anxiety related issues regarding activity and breathlessness
- Poor disease awareness and self-management

A multi professional approach for patients with chronic respiratory disease. 16 sessions over 8 weeks, aimed at improving exercise tolerance and increasing patient’s knowledge and skills to manage their own respiratory disease. **Strong** emphasis on on-going self-management / responsibility and the role activity plays in that. Referral onto long term exercise programmes at local leisure centres. The programme runs at the Royal Surrey and off site locations.

Domiciliary service:
A small capacity for relevant patients to deliver exercise review sessions, breathing management strategies in the community or domiciliary setting. Post exacerbation therapy at home and pre rehabilitation optimisation.
Male and Female Health

Key contact: Ruth Smith, Male & Female Health Team Leader

Waiting time standard:

- Urgent: 1 week
- Routine: 4 weeks

Appropriate patients:

- Ante and post-natal musculoskeletal problems including back or pelvic pain, pelvic floor weakness, 3rd degree repairs, continence problems and diastasis of recti muscles
- Male and female continence issues
  (NB all patients with faecal incontinence should first be referred to a colorectal surgeon)
- Bladder dysfunction subsequent to gynaecological surgery/repair
- Mild/moderate prolapses all ages
We run a “Pregnancy back and pelvic pain” class and a “Pelvic Floor” class. These are one off advice classes where women are given advice and exercises to help them self-manage. Women are invited to book 1:1 appointments following these as required. These have high satisfaction rates with patients. Patients who prefer not to attend a group setting are able to book straight into 1:1 appointment.

**Childbirth preparation classes**

**Class 1:** Is for newly pregnant ladies (ideally 12 weeks onwards) and teaches body awareness/care during the changes of pregnancy. It is a useful class to prevent and minimise common pregnancy related conditions.

**Classes 2 and 3:** Address positions for labour, breathing techniques and general coping strategies.

Classes run on weekdays and Saturdays.

TENS machines with instruction are available for hire use in labour from 37 weeks.

If following appropriate assessment and fitting it is felt a maternity support belt is appropriate these are available for purchase.

Details are in the patient packs given out by midwives at the booking appointment and on our website.
Musculoskeletal

Key contact: Michelle Dawson, Superintendent Physiotherapist

Waiting time standard:
- Urgent: Within 5 days
- Routine: Within 4 weeks

Appropriate patients:
All upper limb, lower limb and spinal musculoskeletal conditions including sports injuries.

All patients are given an initial thorough musculoskeletal assessment, following which they will be informed of the findings, and a treatment plan will be agreed. In addition patients are offered education and advice on their condition, likely causes of symptoms, and self-management advice.

Inappropriate patients:
Patients will be triaged to other teams if more relevant.

Staff:
We are a large team of primarily senior clinicians with the additional benefit of experienced Extended Scope Practitioners/Clinical Specialists who are highly specialised in the following areas:
- Spine
- Foot & Ankle
- Hand & Elbow
- Pain Management
- Knee
- Shoulders
- Hip
- Rheumatology
A selection of treatment options available are:

- Exercise Therapy
- Muscle Imbalance
- Electrotherapy (Ultrasound, PSWD, Laser)
- Taping
- Soft tissue work
- Pilates
- Joint/soft tissue mobilisation/manipulation
- Manual Therapy (McKenzie, SOM, Maitland) Assessment
- Biomechanical Assessment
- Musculoskeletal Acupuncture
- TMJ dysfunction treatment
- Facial Palsy treatment

We also run the following groups on a regular basis:

- Spinal rehab
- Pilates
- Lower Limb Rehabilitation
- Shoulder class
- Calf stretch group

These can be accessed directly from an initial 1:1 assessment or following a course of treatment.
Community satellite Clinics within GP Surgeries
For more local access to our Physiotherapy services we run the following clinics in GP practices:

- The Mill Medical Practice, Godalming
- Chiddingfold Surgery
- The Border Practice Medical Centre, Aldershot
- Forest surgery, Bordon
- Badgerswood surgery, Headley
- Cranleigh Medical Centre

Please contact us if you would like us to run a similar in-house clinic within your surgery.

Any qualified provider contracts, Hampshire
We are currently part of the following AQP contract:

- Adult Direct Access MSK services for N.E. Hampshire and Farnham CCG

This contract requires us to be compliant with specific specifications

Pain management
Our staff work with the Pain Service to provide a range of pain management programmes which include:

- Mindfulness Based Stress Reduction (MBSR)
- IMPACT (Introducing Mindfulness for Pain and Acceptance and Commitment Therapy)
- MOVE (Moving On with Valued Exercise)

Patients who are appropriate are directly referred to these by the treating Physiotherapist.
Neurology

Key contact: Erica Morrison, Neurology Team Leader

Waiting time standard:
- Urgent: 1 week
- Routine: 4–6 weeks

Appropriate patients:
- Any patient with a Neurological diagnosis who has new or changed symptoms
- Patients with long term Neurological conditions who have not had a recent Physiotherapy review
- Patients with functional impairments such as mobility and balance

Inappropriate patients:
- Patients awaiting diagnosis may be inappropriate (however where there are issues with safety/ coping at home we will be happy to review)
- Patients requiring an intensive rehabilitation programme

Other:
- The staff also cover the in-patient Stroke and Neurology service, working alongside the Consultants and MDT
Paediatrics

Key contact: Helen Troughton, Paediatric Team Leader

Waiting time standard:
- Urgent: 1 week
- Routine: 4–6 weeks

Appropriate patients:
- Children from 0–15 years
- Orthopaedic conditions in babies – e.g. positional and structural talipes, metatarsus adductus, torticollis, plagiocephaly, head turning preference and brachial plexus injuries
- Gait abnormalities and normal variance – e.g. toe walkers (if a conservative approach is not responding physiotherapists can use serial plaster casting), in-toeing, flat feet
- Orthopaedic conditions affecting children – e.g. Perthes
- Rheumatological conditions – e.g. JIA
- Respiratory conditions – e.g. Cystic fibrosis, Primary Cilia Dyskinesia, Bronchiectasis including diagnostic tests (cough swab, sputum samples)
- Musculoskeletal Paediatric conditions – e.g. scoliosis, knee pain, back pain, hypermobility
- Post-operative Orthopaedic rehabilitation
• Post fracture rehabilitation (these patients may be treated by our adult musculoskeletal team)

• Babies with hypermobility affecting their developmental milestones

• Mild gross motor skills delay without underlying neurological diagnosis

Conditions that require on-going intervention/monitoring as the child develops, such as toe walking, or scoliosis will have short term episodic management.

Inappropriate patients:

• Developmental delay/long term Neurology patients
**Other:**

- Team includes Extended Scope Practitioners who work within the one stop DDH hip screening clinic and Ponseti (Congenital Talipes Equinovarus) clinic.

- Staff also cover the in-patient paediatric service, working alongside the Consultants and MDT.

- Joint clinic with Paediatric orthotist.

Our team believe in the benefit of early intervention and make therapy a positive experience for the child and the family, incorporating a holistic treatment approach. We are flexible and continually adapt to the child’s needs.

We run child friendly group classes to suit school routines and help to educate the families and children to understand the condition. We aim to encourage self-management where appropriate.

We offer weekend and evening appointments.
Head of Therapies: Deborah Hughes

Head of Physiotherapy: Samantha Towers and Jen Longley

Office Manager: Deborah Cole

Referrals can be emailed through rsc-tr.physio.RSCH@nhs.net