

## **CTS Patients Placed on Hold Requiring To Be Assessed By A Physiotherapist**

Patient is assessed by the Physiotherapy Support Worker and has been given a splint for 6 weeks but feels no improvement. Patient then needs to be booked in with a Physiotherapist for a 45min new patient slot which is converted to a return.

1. Search for the patient on OPWL and select the Return Waiting List Entry. Click on Outpatients then Follow Up Appt.

2. Search for the first suitable N MSK slot

Hospital:- RAH (Clyde), QEUH (South), GRI (East), GGH (West)

Speciality:- MSK PHYSIO

Consultant:- Leave blank if just searching for first available, only input name if booking in with a specific Physiotherapist

Appointment Type:- NMSK (Clyde), SNMSK (South), GNMSK (East) or WNMSK (West)

Date:- Input date searching from

Click Find

3. Take a note of the appointment that suits the patient.

4. Delete original N MSK search, then perform a new search changing appointment type to R MSK with the chosen appointment date, time & Physiotherapist.

5. Ignore & close available appointments (as there will be no matches), instead click on the overbooking icon. Enter chosen date and time, reason for over booking 'clinician approved' duration input 40 and a comment that is a '45min CTS review', click Update. Check appointment details are correct then click Update.

6. The patient will be booked in as a R MSK in a 45minute slot as an overbooking highlighted as 'B' but removes the original NP slot. Comment viewed in remarks.

7. Send courtesy email to physio to highlight that this has been done.

8. Send or give the patient the Trakcare appointment letter but with local Physio dept telephone number added in case they need to re-arrange this first follow up appointment. Once they attend their appointment they should contact RMC in future.