

Following your recent consultation you have agreed with your clinician to be referred to an orthopaedic surgeon. However, before this can happen you need to have a telephone triage appointment with a nurse.

#### **What will happen during my telephone triage appointment?**

A nurse will contact you by telephone and will ask you some questions about your past medical history and current medication. You will then be offered an outpatient appointment with a surgeon from the provider of your choice. This may be influenced by the answers you have given to the medical questions. You will also be asked about any planned holidays/events which may impact on you accepting a surgery date.

If we do not have an appointment with any of our current hospitals within an acceptable time frame you will be referred on to another hospital of your choice.

#### **Which orthopaedic hospitals are available within this service?**

Within Pennine MSK our current providers are Pennine Acute Hospitals Trust, Highfield (Rochdale) and Oaklands (Salford). Alternatively, you may choose another consultant or hospital of your choice.

#### **What happens next?**

If you decide to accept a consultant appointment within this service you will be asked to attend an initial consultation at the Oldham NHS Integrated Care Centre in the town centre.

If a decision is made for surgery, all subsequent appointments will be at the hospital where your consultant works.

If you choose a provider outside of Pennine MSK service your medical notes/investigations will be forwarded on to the appropriate referral centre and an appointment will be generated from them.

#### **What will happen if you are unable to contact me for a telephone triage?**

A nurse will try on 2 separate occasions to contact you by telephone. If they are unable to contact you then a letter will be sent asking you to ring us as soon as possible and leave a suitable daytime contact number, for example a mobile or work number.

If you fail to contact us within 7 days of the letter being sent then we will write to your GP advising that we have been unable to progress your referral.

**In order for us to arrange the next stage in your care it is essential that we have an appropriate daytime contact telephone number. Please ensure that you advise us of all your contact telephone numbers by ringing us on 0161 621 3838.**

**Please be aware that if you have call barring we will be unable to contact you and you will need to give an alternative telephone number.**

**[If you have not been contacted by a nurse within 2 weeks of your referral to an Orthopaedic consultant please contact us on 0161 621 3838](tel:01616213838)**

## LET US KNOW

Please update us if any of your personal details have changed i.e home address, telephone numbers or GP.

### IMPORTANT INFORMATION

The service we provide is for patients with a GP only in the Oldham area. If you change GP to one outside of the Oldham area, unfortunately you will no longer be able to access our service. Please advise us of this change and contact your new GP who will arrange treatment elsewhere.

We are constantly trying to improve the service that we offer to our patients and have a text appointment reminder service. We would be grateful if you could ring us on **0161 621 3838** to provide us with your mobile number.

If you have any questions regarding the service, please contact Pennine MSK Partnership Ltd on **0161 621 3838**.

We welcome any suggestions about the quality of service you receive. This will then help us to improve our service.

Comments, compliments or complaints should be sent in the first instance to:

Rachel Chrisham  
Service and Customer Care Manager  
Pennine MSK Partnership Ltd  
Integrated Care Centre  
New Radcliffe Street  
Oldham  
OL1 1NL

### Equality and Diversity

We believe in fairness, equality and above all value diversity in all dealings as a provider of health services to the population of Oldham. We intend to embed equality and diversity values into every day practice, policies and procedures. For more information please visit our website.



Find out more at: [www.pmskp.org](http://www.pmskp.org)

Follow us:



May 2016



## ORTHOPAEDIC SERVICE

### *Patient Information Leaflet*