**What?**
- 4 specialist physiotherapy centres in Roodlands Hospital, Musselburgh Primary Care Centre, North Berwick & Dunbar Health Centres, in Dalkeith and Newbattle Medical Centres, Penicuik and Bonnyrigg Health Centres
- Specialist Physiotherapy Centres
  - operate 5-day services from a team of experienced clinicians, each with its own separate waiting list

**Where?**
- **Roodlands Hospital**
- **Musselburgh PCC** (formerly at Edenhall Hospital)
- **Dunbar Medical Centre**
- **North Berwick Health Centre**
- **Bonnyrigg Health Centre**
- **Dalkeith Health Centre**
- **Newbattle Medical Centre**
- **Penicuik Health Centre**

**Who to refer?**
- All age groups are eligible for access to our services other than Paediatric cases (under age of 16) requiring physiotherapy
- Each case will be assessed in the first instance prior to the development of care plans & ongoing physiotherapy treatment/interventions(s) if required.
- **Conditions:**
  - trauma, orthopaedic, musculoskeletal, respiratory, general mobility, pain, problems of ageing etc.
- **Specialist Physiotherapy Centres:**
  - Staff are multi-skilled with extensive experience & expertise in all common areas of clinical physiotherapy management & continuing professional development is considered a vital part of their practice
  - patients require to be seen by a highly skilled clinician from the start of their episode of care and are put on an appropriate waiting list until appointment slots become available.
- **Triaging:**
  - Upon receipt of referrals, screening and streaming of patients is undertaken by a team of very senior clinicians using an agreed set of clinical criteria
  - The team of senior clinicians also act as initial coders of the referral data and more importantly use the information provided to decide its urgency and therefore how quickly the patient should be given a physiotherapy appointment. Again, the service operates an agreed and transparent set of urgency criteria.
  - Once seen in the Specialist Physiotherapy Clinic, the physiotherapist will agree with the patient the most appropriate means of managing their health issue, making an **onward referral** to the resource best placed to meet the patient's needs.

**Who not to refer?**
- Children under the age of 16 should be referred to RHSC.
- **Individuals with a Learning Disability**
  - referred to the East Lothian Learning Disability Team
  - specialist physiotherapists are embedded in this team
- **Mental Health problem**
  - referred to the East Lothian Adult or Older People’s Community Mental Health Team as appropriate
  - Specialist physiotherapists are embedded in the Adult Community Mental Health Team.

**How to refer?**
- **Patients:**
  - Patients may self refer for MSK physiotherapy by calling the National Musculoskeletal Advice and Triage Service, Monday to Friday 2pm to 8pm on 0845 604 0001. **This service does NOT apply if patients are under 16, have neurological, breathing or gynaecological problems, or if they need a home visit**
  - An online advice webpage and telephone contact is available on NHS Lothian’s internet website
- **GPs:**
  - completing a **SCI Gateway referral protocol** (link to Gateway)
This is the preferred method for physiotherapy as a greater amount of pertinent & important clinical information is included from GP patient records with this form. It is also very easy to use, speedily received by physiotherapy & therefore processed faster, & an e-record of the referral remains on the SCI Gateway system even after downloading.

- All SCI Gateway referrals are downloaded in the Physiotherapy Referral Management Centre in Roodlands Hospital.
  - completing & sending in a paper form to physiotherapy
    - Completed forms should be posted in NHS Lothian internal mail to:

Physiotherapy Referral Management Centre
Attic Offices
Roodlands Hospital
Haddington, EH41 3PF
Tel: 0131 53 6 8430

Or forms may be faxed to the Physiotherapy Referral Management Centre on 0131 536 8367.

Referrals that arrive in Physiotherapy Departments from whatever source, e.g. letters or faxes, will be immediately forwarded to the Referral Management Centre for processing.

Referrals made via eAssess will be dealt with by the department concerned but the appropriate information will have to be passed separately to the Physiotherapy Referral Management Centre for registration.

This does not preclude a GP/Consultant referring a patient in person to a physiotherapist nor will it stop that therapist issuing an early appointment if considered sufficiently urgent. However, the physiotherapist will then have to send the referral form on to the Referral Management Centre team for registration and appropriate processing.