

Camden MSK: Named Care Co-Ordinator

Camden MSK strives for excellence and we believe that appointing a named care co-ordinator (NCC) will ensure patients are fully engaged with their clinical management.

For improved accessibility and efficiency the Camden MSK named care coordinator role will be aligned with the Camden MSK Single Point of Access (SPoA) team, alongside close liaison with Camden MSK Advanced Physiotherapy Practitioners and the wider Camden MSK Multidisciplinary Team (MDT).

The SPoA administrators are available Monday to Friday 09:00 – 17:00 on 020 3447 7779.

They have full access to the electronic patient database systems across all partner organisations, UCLH, RFL, Camden MSK EMIS, Connect EMIS, GP EMIS, as well as a database of contact details for operational managers across the specialities, which will enable them to deal with Camden MSK appointment queries seamlessly and promptly.

The SPOA administrators have direct access to all clinical teams across the Camden MSK Partnership and have also been trained to direct patients to the website to encourage self-management of the patient's condition if appropriate. The administration teams also fully understand the threshold criteria for escalation to specialist clinical teams.

If the issue raised is of a clinical nature, the NCC will be able to:

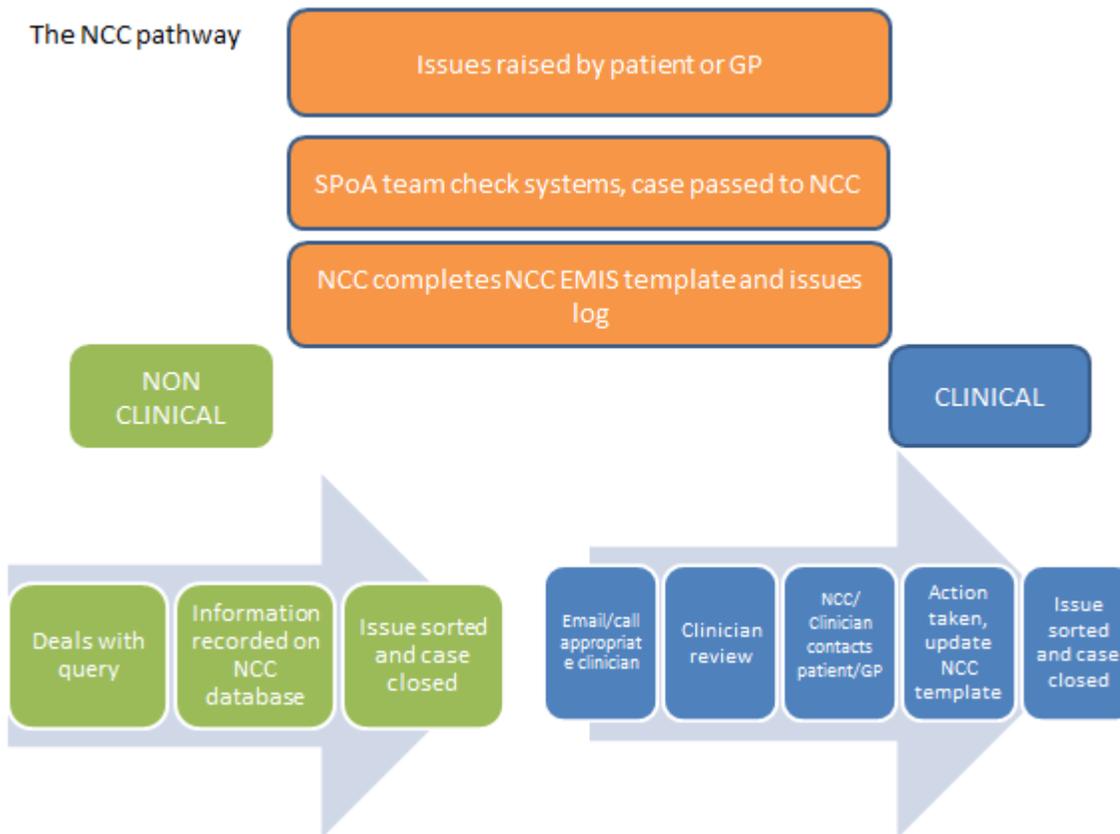
- Contact the treating clinician for advice or
- If not yet under the care of a clinician; contact the CATS APP team for review

Non Clinical Queries	Clinical Queries
<ul style="list-style-type: none"> • Point of contact for service users/GPs • Appointment queries • Appoint time change • Cancellations • Sign posting to website- self management • Liaising with MDT • Arranging appointments following scan/test • Referring on to non-Camden MSK services (after clinical triage) • Ensure investigation results are uploaded to patient file and follow up contact (face to face appointment or phone call) booked 	<ul style="list-style-type: none"> • Worsening symptoms • Further discussion of investigation results post follow up • Previous consultation • Imaging • Care plan queries • Treatment queries

The name and telephone number for the Named Care-Co-Ordinator will be printed on all appointment letters or care plans. The SPoA administrative team will have dedicated time to deal with NCC queries.

All correspondence will be recorded on a NCC template on EMIS, the issue will only be closed once agreement to close the case has been sought. A copy of this can be sent to the patient and GP (EMIS to EMIS).

The issue will also be recorded on a centralised database to allow Camden MSK to monitor any reoccurring issues and review any trends. This analysis will be presented at the Camden MSK strategic meetings, including the Clinical Governance Meeting the Strategic Partnership Board and at GP locality meetings and clinical MDT.



Data protection and patient confidentiality

Sharing your data, is always anonymised and cannot be traced to you, this enables the musculoskeletal service to continually improve. By working with Camden, we can improve the population's health by spotting neighbourhoods which might benefit from some targeted intervention, for example we might discover that certain areas have higher hip fractures from falls and we can work with GPs on managing osteoporosis.

Thank you for being partners in improving care.

Please Visit our Website! www.camdenmsk.nhs.uk

Working with the people of Camden to achieve the best musculoskeletal health and advice