

## **G1152 MAP Musculoskeletal Disorders: Do not Complete MAP Forms**

### **Change of process**

From 1st April 2011, all musculoskeletal disorders should now be referred to OH Physiotherapy by calling auto 1776. Musculoskeletal disorders are sprains, strains and pains affecting the body e.g. back, or knee problems. This change will mean less forms, faster appointments and quicker advice. However, to deliver this we have needed to tighten the eligibility criteria.

### **Who is eligible?**

Train Operators, Duty Reliability Manager, Duty Trains Staff Manager, Train Operator Standard Manager, Instructor Operators, Service Controllers up to level 6 Signal Operators, APD operational grades and CPD operational grades with a recent Musculoskeletal disorder Off sick or on restricted duties

Staff who are on full duties are also eligible if:  
They have spinal pain (neck or back) OR  
Their pain is a work related disorder e.g. a repetitive strain disorder

### **Who is not eligible?**

Administrative and managerial staff (but they can still refer to for OH Physiotherapy low back pain service)

### **Who can refer?**

Duty Manager, TOSM, Centurion level Managers and APD/CPD managers.

### **When should I refer?**

Within the first month. Early referral improves recovery and return to work. Chronic problems are more likely to develop if referral is delayed. Referrals for staff who have been off or on restricted duties for 6 weeks or longer will not be accepted

### **What if they need further investigations (MRI/ XR) or to see a Specialist?**

If they do not have an NHS appt in the near future, then still refer to OH Physiotherapy. The first step will be an assessment of the employee's medical needs, and onward medical referral through MAP will be made by the Physiotherapist when there is a clinical and business case for this.

G1152 A4 26/11/2012

## How do I refer?

**By phone to OH Physiotherapy 0845 600 1776 or auto 1776**

A MAP referral form will only need to be completed by the Manager if the physiotherapist recommends medical referral through MAP. They will inform you of this.

## What happens next?

- During the phone call the referring manager will be offered an appointment date for the employee. The physiotherapy administrator will follow this up with an email to the manager with appointment date and details.
- The manager ensures employee receives appointment date and details, and that OH Physiotherapy are phoned if there are any difficulties with attending.
- Employee attends OH Physiotherapy for Assessment
- Outcome of assessment will be:
  - advice only,
  - further individual physiotherapy &/or Back Fitness Group,
  - &/or MAP referral for further medical investigation or consultation
- The outcome of the assessment and fitness for present duties advice will be emailed to the referring manager. Further updates will be communicated when changes to this arise rather than at 4th and 8th sessions.

## Future Changes?

There is no additional funding for increased numbers of referral. If this should happen, we would need to further narrow the eligibility criteria. Any suggestions you have on this are very welcome.

G1152 A4 26/11/2012