

MSK Triage Service - (1st Sept 2018- 1st Sept 2019 and 1st March 2020 - 1st March 2021)

Please Note - data presented is for complete months

Number of patients referred for triage		Number of Referrals																								Comments		
Ref No	Indicator	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21		Feb-21	Mar-21
ITS - 1	Number of referrals to the Triage by GP	3,053	3,241	2,921	2,193	2,968	2,487	2,730	2,572	2,611	2,591	2,921	2,407	2,711	1,579	23	741	1,498	1,933	1,865	2,100	2,035	1,882	1,761	1,731	1,773	2,653	
ITS - 2	Number of Referrals to Triage - Other	76	101	103	117	121	98	120	132	189	158	200	127	209	98	0	65	79	114	88	131	129	105	122	115	112	109	
ITS - 3	Total Number of referrals to Triage	3,129	3,342	3,024	2,310	3,089	2,585	2,850	2,704	2,800	2,749	3,121	2,534	2,920	1,677	23	806	1,577	2,047	1,953	2,231	2,164	1,987	1,883	1,846	1,885	2,762	
Average time taken from primary care referral to being triaged		Data not recorded on later versions of Dashboard												Data not recorded on later versions of Dashboard														
Ref No	Indicator	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
ITS - 26	Number and % of urgent referrals triaged in 1 working day	303	321	250	393	340	368	1,975	368	405	434	422	378	444	167	19	113	276	320	283	333	346	332	308	291	279	400	
		99.67%	99.38%	98.43%	98.99%	98.84%	98.66%	98.89%	99.19%	97.83%	98.24%	97.48%	98.35%	98.37%	97.90%	95.00%	97.41%	97.18%	98.18%	96.25%	97.84%	98.82%	97.95%	98.03%	95.32%	98.24%	99.26%	
ITS - 27	Number and % of routine referrals triaged in 2 working days	2,929	2,561	1,939	2,606	2,165	2,331	14,551	2,219	2,287	2,193	2,572	2,057	2,340	1,451		658	1,245	1,658	1,487	1,801	1,768	1,616	1,540	1,531	1,584	2,273	No routine referrals received for Apr 20
		99.86%	99.65%	99.23%	99.77%	99.08%	99.40%	99.41%	98.64%	98.24%	98.83%	98.77%	98.37%	98.24%	99.75%		99.40%	99.28%	98.98%	99.46%	98.68%	99.21%	99.02%	99.55%	99.45%	99.75%	99.78%	

Please note - changes to the dashboard have occurred over time. Site has been split out in recent years.

Percentage of these patients who eventually get referred to secondary care (and how long it took for this decision to be made)		Average Time In Weeks												Average Time In Weeks														
MCAS	Indicator	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
	Number and % of MCAS Assessments within three weeks of referral to triage	18	21	14	22	38	32	145																				
		2.55%	2.78%	2.32%	2.63%	4.67%	4.16%	8.79%																				
T - 6	MCAS Median waiting time to first appointment:																											
T - 7	MCAS Median waiting time to first appointment: GP New								8	11	11	12	6	10	12	n/a	14	13	1	2	3	7	3	6	7	n/a	13	16
T - 8	MCAS Median waiting time to first appointment: Hand New									13	13	12	9	6	4	9	9	2	1	3	3	4	4	5	6	6	4	4
T - 9	MCAS Median waiting time to first appointment: Lower Limb New									9	9	9	8	10	2	6	n/a	2	2	4	4	4	4	4	4	5	4	4
T - 10	MCAS Median waiting time to first appointment: Shoulder New									9	9.5	9	3	4	3	7	9	3	4	4	6	4	4	3	4	3	4	4
T - 11	MCAS Median waiting time to first appointment: Spine New									7	7	7	6	7	3	8	8	7	1	2	7	4	4	4	4	4	4	4
T - 12	MCAS Median waiting time to first appointment: Virtual New									5	5	6	5	2	1	6	n/a	n/a	2	n/a	n/a	2	n/a	n/a	n/a	n/a	2	2
Waiting Times for Patients Seen in March 2019		Average Time In Weeks												Average Time In Weeks														
Specialty	Indicator	Apr	May	Jun	Jul	Aug	Sep	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar								
Physio	Physiotherapy Median Waiting Time To First Appointment (weeks)	11	12	10	9	8	8	7	9	12	3	4	6	6	5	5	6	7	6	7								
T & O		15	15	16	14	15	15	15	n/a	9	21	5	27	27	16	16	11	9	9	8								
Rheumatology		19	23	20	25	27	16	14	14	14	26	32	5	10	11	27	11	10	10	6								
Pain		6	9	9	17	22	16	16	17	11	12	12	25	40	14	16	9	7	7	6								

Reduced capacity due to Covid-19