

Livewell Southwest

**Prosthetics Rehabilitation Services  
Operational Policy**

Version No.1  
Review: September 2019

**Notice to staff using a paper copy of this guidance**

**The policies and procedures page of LSW intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.**

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**Asset Number:** 933

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**Document review history**

Version no.	Type of change	Date	Originator of change	Description of change
0:1	New policy	August 2016	Prosthetic and Orthotic Services Manager	New policy
1	Ratified	September 2016	Prosthetic and Orthotic Services Manager	Minor amends

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# Prosthetic Rehabilitation Services Operational Policy

## 1. Introduction

- 1.1 The Prosthetics Rehabilitation Service is based at the Thornberry Centre, 1 Brest Way, Derriford, Plymouth PL6 5XW.
- 1.2 The service provides treatment and rehabilitation for patients from Plymouth, South West Devon, Cornwall and Isles of Scilly who have a congenital limb absence, deficiency or have had a limb amputation.
- 1.3 Clinics are held at The Thornberry Centre, Plymouth and there is also a satellite clinic at Camborne and Redruth Community Hospital.
- 1.4 This is a “live” working document that will be continually evolving in light of changes and developments within the Prosthetic Service. It will be continually reviewed and updated when appropriate at the monthly Prosthetic Team Meetings.

## 2. Purpose

- 2.1 The Service provides a prosthetic rehabilitation service to amputees and people with congenital limb loss. In addition it deals with pain management, wound healing and health advice to prevent further limb loss. It also carries out maintenance and repair of prostheses. The purpose of the service is to enable patients with upper and lower limb loss to achieve and sustain maximum possible mobility, dexterity and independence, including the ability to work and care for their families. The team are available for patients across Plymouth, South Hams, West Devon, Cornwall and the Isles of Scilly.

## 3. Definitions

### 3.1 National Institute for Health and Clinical Excellence (NICE) Guidance:

NICE is an independent organisation responsible for providing national guidance on promoting good health and preventing and treating ill health.

Government Department responsible for evidence based clinical effectiveness.

### 3.2 Care Quality Commission (2009):

The Care Quality Commission (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisation. It also protects the interests of people detained under the Mental Health Act.

## 4. Duties and Responsibilities

This Policy was devised by the Management Team, Clinicians, Technicians, Clinic Assistants and the Administrative Team all based within the Prosthetic Service.

The **Chief Executive** is ultimately responsible for the content of all Policies and their implementation.

**Directors** are responsible for identifying, producing and implementing LSW Policies relevant to their area.

The **Locality Managers** will support and enable operational Clinical Leads and Managers to fulfil their responsibilities and ensure the effective implementation of this Policy within their speciality.

The **Service Manager and Clinical Lead** will ensure the effective implementation of this Policy.

**Clinical, Technical and Administrative Staff** have a responsibility for ensuring they have read, understood and adhere to local Protocols and Policies.

## 5. Service Objectives

- Provide prosthetic provision and lifelong review for patients that have undergone an amputation or have a congenital limb deficiency within the catchment area of Plymouth, South and West Devon, Cornwall and Isles of Scilly after referral into the service, though referrals are accepted from out of area on an individual case basis.
- Provide advice and support to those patients considering elective amputation via an MDT approach.
- Assess and triage referrals for primary patients into the service.
- Clinicians to complete appropriate referrals to community clinicians/agencies for onward treatment/ rehabilitation and actively work in partnership with them to achieve the best rehabilitation outcome for the patient.
- Patients to be seen within the specific timescale for Referral to Treatment and other commissioning requirements.
- Provide responsive treatment for patients who report skin breakdown, therefore working to reduce likelihood of developing further pressure damage. If patient has broken skin, an appointment will be offered within 2 working days.
- Patients to be provided with a well maintained and well- fitting prosthesis.

- Provide appropriate prosthetic prescriptions linked and measured to patient's activity, mobility levels and outcome measures, operating within service budget.
- VPP – Clinicians will provide appropriate liaison with VPP to meet war veteran requirements.
- Adhere to NICE guidelines and other best practice guidelines appropriate to speciality within service.
- Adhere to the Livewell's Confidentiality Policy and all Data Protection legislation in accordance with the Data Protection Act (1998).
- Adhere to Consent to Treatment version 3.2.
- Adhere to Clinical Record Keeping Policy version 5.1 (2011) and maintain accurate electronic records in accordance with LSW policies and professional codes of conduct.

## **6 Philosophy**

### 6.1 Patients can expect to be:

- Treated with dignity and respect.
- Cared for safely and to have a Treatment Plan based on their individual needs.
- Provided with care that is person centred, and which does not discriminate against their culture, ethnicity, gender, age, sexuality, religion and / or disability.

Staff are expected to act in the best interests of the Patients in line with professional Codes of Conduct, Organisational Policies, Protocols and Guidance.

Patients can expect to be listened to, and to have any concerns taken seriously and addressed promptly.

Patients have a right to privacy.

We will provide a service for as long as the individual needs one.

We welcome service user and carer involvement and suggestions.

Patients can expect the service to be well led and responsive to their needs.

## **7 Scope of the service**

7.1 The service will provide lifelong care for patients of all ages who require intervention from the Prosthetics Rehabilitation Service.

The service will receive referrals for:

- New amputees and pre-operative patients (upper & lower limb)
- Established amputees
- Children and adults with limb deficiency

7.2 New referrals are made using the Prosthetic Provision referral form (Appendix B) or for pre-amputation only via Consultant letter.

7.3 Once a patient has had a referral they can request access to the service without having to be re-referred by a healthcare professional.

7.4 The service will be provided by a specialist multi-disciplinary team with training in the field of prosthetic rehabilitation, team members include:-

- Consultant in Rehabilitation Medicine with a special interest in amputee rehabilitation
- Prosthetist
- Prosthetic technicians
- Specialist Physiotherapist
- Specialist Nurse with access to occupational and psychological therapies

7.5 The service will also interact and liaise with local and community services to ensure patients receive the most appropriate care in the most appropriate location. The Prosthetic Rehabilitation Service provides prostheses to residents of Plymouth, South Hams, West Devon, Cornwall and Isles of Scilly. We are able to provide prostheses, (lower limb, upper limb, either whole or part of limbs and digits).

## **8 Prosthesis Provision**

8.1 A prosthesis is an artificial replacement for a missing body part for example an arm or leg. They can either be complex (with lots of moving parts) or quite simple. There are 3 elements that need to be addressed when providing a prosthesis. The prosthesis needs to be comfortable, provide function and be as cosmetic as possible depending on the amputation site.

8.2 The Prosthetics Service provides for:

- **Pre-amputation** – Following referral consultation will be arranged with appropriate members of the multidisciplinary team. This is also applicable and should be offered to parents on identification of an unborn child with congenital limb absence.

A pre-amputation consultation allows the prospective amputee to attend clinic for an informative discussion with the appropriate MDT members. The patient will be given as much information as possible so that they can make an informed decision on whether to proceed with an amputation and if amputation is the only option then how to best prepare for this procedure and outcome.

- **Primary patients** - New amputees will have appropriate access to all the disciplines available within the service. The service can also signpost and/or refer to appropriate community and other services.

Primary appointments are for new patients to the Prosthetic Service, mainly new amputees, but also for new patients transferring into the area.

Established patients may also require this priority care in the event of revision surgery to an existing amputation, or further amputation.

**Established amputees** - These patients have undergone a period of rehabilitation following amputation and achieved their maximum potential in terms of mobility, independence and participation. They will normally require input from part of the team in order to review and maintain their prosthesis but will not always require ongoing medical monitoring or therapy.

- **Changing needs** - Children, young adults and other patients with more complex problems require a more flexible model of care which provides longer term involvement with the full multidisciplinary team.
- **Non Prosthetic Limb Users** – These patients may access the service at any time for advice and/or accessories.

Typically these individuals contact us periodically for accoutrements which only we can supply for example, compression socks, stump socks, phantom pain and protection covers.

At the initial assessment, an individual may have felt unable to proceed with a prosthesis and then change their mind some time later. The team can arrange to review the patient's situation and clinical needs.

All patients will be given and have access to the patient information leaflet (Appendix A).

## **9 Referral Criteria and Process**

- 9.1 The Prosthetic referral form can be found on the website for the Prosthetic Rehabilitation Service: or at Appendix B of this document.
- 9.2 The service accepts new referrals from all Health Professionals, using this form. We need to have a minimum amount of information as part of the referral. Incomplete referrals will be returned to the referrer with advice. Only Pre-Amp referrals will be accepted by a consultant letter.
- 9.3 Patients that have been known to the service previously can make a verbal or written request for further intervention for the existing prosthesis. However, a new referral will be needed following resection or new amputation.
- 9.4 All referrals will be recorded on to the service patient database and then triaged by a clinician. (Triage Process Appendix C)
- 9.5 Prosthetists have the ultimate decision as to when the individual is ready to proceed with a prosthesis.
- 9.6 If the request for involvement does not meet the team's eligibility criteria the reasons for this will be discussed with the referrer and advice or suggestions will be given to alternative provision.

## **10. Confidentiality**

- 10.1 The Prosthetic Service will adhere to the Organisation's Confidentiality Policy and all Data Protection legislation in accordance with the Data Protection Act (1998). The Prosthetics department uses an electronic care record to record information about patients. More information about this and how and why this information can be shared is available (Appendix E)

## **11. Working Relationships**

- 11.1 Staff at the Centre are committed to ensuring that patients are given the opportunity, within the limitations of service resources and prescription guidelines to achieve their full potential in terms of mobility and independence. The service has a dedicated team of professionals including a consultant in rehabilitation medicine, prosthetists, specialist nurse, specialist physiotherapist, prosthetic technicians, clinic assistants, management team and administrative staff. Members of this team will meet weekly to discuss patient specific issues. Once a month there will be a whole team meeting to share issues of governance and training & development. Service user feedback is integral to these meetings. As a LSW operated service, Prosthetics has access to occupational therapy and psychological support.
- 11.2 All prosthetic limb users and new referrals will be allocated to a specific prosthetist

who will be responsible for the care of that individual.

The service will liaise with referrers, carers and community care teams to ensure seamless care provision.

- 11.3 All clinical interactions and verbal communications with patients will be recorded on the service patient database system.

## **12. Training**

- 12.1 All Livewell staff are required to attend mandatory training and essential training as deemed necessary by Livewell Southwest. All staff are involved in a yearly appraisal process whereby a PDP (Personal Development Plan) is identified which may include some specific training issue.

**All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.**

**The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.**

**The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.**

Signed: Michelle Thomas, Director of Operations.

Date: 13.10.2016



Patient Information Leaflet  
Prosthetics Rehabilitation Service



The Thornberry Centre

1 Brest Way

Derriford

Plymouth

PL6 5XW

Tel – 0845 1558073

Or 01752 434200

Opening hours:

Monday – Thursday 8.30am-5.00pm

Friday 8.30am to 4.30pm

24 hour answering machine in use.

Providing services on behalf of the NHS

## **Introduction**

Welcome to The Thornberry Centre, this booklet is designed to compliment the verbal advice and information you will receive from the various professionals you will meet during your rehabilitation.

As there is a lot of information to remember this booklet has been written as a guide for you and your family, friends and carers.

If you have any queries or questions regarding any information in this booklet, please do not hesitate to ask a member of the team.

## **About the service**

The Thornberry Centre is a purpose designed building situated near the Derriford Hospital site Plymouth. It opened in 1990 and provides treatment and rehabilitation for people who have a congenital limb absence, deficiency or have had a limb amputation.

Services are provided from this centre to patients from Plymouth, South West Devon, Cornwall and the Isles of Scilly. Clinics are held at the Thornberry Centre, Plymouth and there is also a satellite clinic at Camborne and Redruth Community Hospital (CRCH).

The Prosthetics Rehabilitation Service uses a multi-disciplinary team approach in the management of all service users .

Below is a list of the members of the team and a brief description of their roles.

### **Consultant in Rehabilitation Medicine**

The doctor is a consultant in rehabilitation medicine, and a specialist in upper and lower limb prosthetics. They lead the multidisciplinary team in order to provide a co-ordinated rehabilitation programme to meet the needs of each individual patient.

The doctor may be involved before an amputation is performed, liaising with the surgeons to advise them on the best amputation for that individual. The doctor will discuss with you,

your family and carers about the factors which will affect your rehabilitation. These can include your general health, motivation, amputation, amputation level, pain and the condition of your residual limb (stump).

Some people are not suitable for a prosthesis and in this situation the team will establish an appropriate rehabilitation programme to enable individuals to achieve their goals without a prosthesis.

### **Prosthetist**

The Prosthetist is the person who measures for and fits the prosthesis, (artificial limb). They have extensive knowledge of prosthetic components and fitting techniques. Our aim is for you to see the same prosthetist each time you visit our centre to provide continuity of care but in case of urgent appointments you may be offered an appointment with an alternative prosthetist . If we need to change your prosthetist, this will be discussed with you first. Your Prosthetist will also be involved with any repairs and adjustments that you require along the way. Once you are an established patient, you will have a review with the Prosthetist at least once a year or sooner if required.

### **Workshop Technicians**

The prostheses are manufactured, repaired and are maintained on site by our highly experienced team of technical staff.

### **Physiotherapist**

The Physiotherapist works as part of the multi-disciplinary team to assess new patients referred to the service. Advice and exercise program can be given to help maintain joint range and muscle strength before a prosthesis is provided. We can provide sessions with an early walking aid (PPAM aid) for patients when and if it is appropriate.

Once a prosthesis is provided we will provide walking training sessions to enable you to use your prosthesis correctly and safely and to achieve maximum level for mobility, working with you to achieve your goals. For patients living further away from our centre we will liaise with your local physiotherapist to ensure you get the support you need to progress with your prosthesis.

We can also provide our established patients with ongoing assessment and advice as their conditions or needs change.

### **Prosthetic Nurse Specialist**

The nurse provides nursing care to patients attending the clinic if required. The nurse provides telephone advice if you have any queries regarding your residual limb. Please bring a list of any medications you are on and also if a District Nurse is involved, your community nursing file (if a paper file is used). If you are having your wound dressed please bring dressings with you as the nurse only has a limited stock at the centre.

The nurse's role is both educational and advisory. The nurse will give advice on your residual limb (stump care) and the management of any residual limb wounds. The nurse works as part of the multidisciplinary team and will be able to liaise and refer to other members of staff; this will include GPs, consultants, district nurses and other specialist nurses.

### **Clinic Assistants**

The clinic assistants are here to help with all aspects of your care whilst you are at the Thornberry Centre, supporting the other members of the prosthetic team.

### **Reception and Administration**

When reporting to Reception, please advise if you have any special requirements, and if you require any other services. We also have a hearing loop , if you should need to use the hearing loop please ask on arrival at the reception desk.

The Administration team will manage all of your enquires and will ensure that they are dealt with in a timely manner by the appropriate member of staff.

### **Service Manager**

The service manager's role is to develop the services in response to the changing needs of patients, commissioners and changes in legalisation, policy and guidelines and ensure that care and interventions delivered are of high quality, supported by relevant outcome measures, performance targets and financial indicators.

## **Transport**

The Patient Transport Services is for patients who are unable to get to their appointments because they have a medical need for special transport. To be eligible for the service, you must need support or assistance during the journey to your appointment. If you meet this criteria contact 01752 431954.

There are car transport schemes available that can arrange for a driver to pick you and take you home, there is a charge for these services .One such scheme is Transport Access People (TAP).

If you require a hospital car to get to your appointment please contact the patient access service (TAPS)

For Cornwall Patients: 01872 223388

For Plymouth, South Hams and West Devon Patients: 08450539100

## **What should I bring when I visit the centre?**

- Always bring a list of your current medication
- Any medication that you might require to take while you are at the centre
- Wear your shrinker sock if you have been supplied with one
- A pair of shoes that you would wish to wear with the prosthesis (these must be well fitting and comfortable on your remaining foot).
- As you may be at the centre for several hours and we have limited refreshments available in the vending machine, please ensure that you bring sufficient food and drink with you.
- It is advisable to wear clothing that will allow easy access to the residual limb.
- If you are under the care of a community nursing team please bring your notes (if available) with you and dressings.
- If you are a transfemoral (above knee) amputee it is advisable to bring a spare set of underwear to the appointment as the casting process at this level can get messy.
- You are welcome to bring someone with you to your appointment however there are occasions where they may not be allowed in the fitting rooms with you.
- If you require an escort in the room with you please make the appointment staff aware prior to booking the appointment so a side room can be booked for you.

## **What Happens whilst I am at the Centre?**

- You should report to reception on arrival (if no one is at the desk, please ring the buzzer).
- You will be seen by various members of the multidisciplinary team depending on the type of appointment.
- You may be weighed during your visit, which provides useful information on which type of prosthesis will be most appropriate.
- If you have a wound it may be useful for the team to look at this in more detail and sometimes to take a photograph for reference. This would always require your consent.
- The clinicians will record details of your consultation in your clinical file and may discuss your needs with other members of the team.
- All our staff are trained to respect confidentiality. We may need to discuss your care with other health professionals but we would discuss this with you prior to this happening. We use an electronic care record to record information about you. Your rights regarding privacy and consent to share information are explained in appendix E.
- When your appointment has finished, please inform the reception staff that you are leaving the centre.

## **Facilities**

There are vending machines for hot drinks and snacks and cold drinks for sale. Parking is available at the centre.

## **No smoking**

Livewell operates a strict smoke free policy. Smoking is not allowed anywhere in our buildings or grounds.

Stopping smoking is the single best thing you can do for your current and future health. It is never too late - if you have tried before, it is worth trying again. If you would like to see the stop smoking adviser for free support and medication to help you quit please call

**Plymouth NHS Stop Smoking Service 01752 314040. You can also speak to one of our stop smoking advisors at the centre**

## **What should I do if I have a problem?**

- If your prosthesis appears to be broken or if it is making unusual noises, phone the Thornberry Centre.
- If you have a wound, phone the Thornberry Centre. You should also contact your GP as you may require a district nurse or practice nurse to apply dressings before you attend the centre.
- If you have any concern regarding the fit or the way you walk in the prosthesis then you should contact us for an appointment.
- Established patients will be reviewed regularly to ensure that the prosthesis is still the correct prescription and also to mechanically check the prosthesis for safety.
- Please do not make adjustments to your prosthesis as this could be extremely dangerous.
- If you have a change in your medical condition or you are admitted to hospital, please let us know.

### **When can I return to driving?**

It is a legal requirement to inform the DVLA and your insurance company of your amputation. Talk to your doctor too, as some medical conditions and medication can influence your ability to drive. Your ability to drive again will depend on your individual situation, including your amputation level, prosthesis and your car. You may need to have adaptations made to your vehicle. Please speak a member of the team who can provide you with more information.

### **Useful Contacts**

**BLESMA** : British Limbless Ex-Services Association 185 – 187 High Road, Chadwell Heath, Essex, RM6 1EX tel : 02085901124

**Limbless Association:** Unit 16, Waterhouse Business Centre, 2 Cromar Way, Chelmsford Essex, CM1 2QE

Tel: 01245 216670

**REACH:** (Association for children with hand or arm deficiency) 52 High Street,

Wellingborough, Northants Tel :01933 274126

[www.disabledcornwall.co.uk](http://www.disabledcornwall.co.uk)

**DIAC:** Disability Information & Advice Centre, Plymouth Tel 01752 201065

### **Plymouth Amputee User Group**

[www.plymouthamp.org.uk](http://www.plymouthamp.org.uk)

Plymouth Amp is a support group set up by amputees for amputees, its aim is to use its experience to help others in whatever way might be needed.

If you need help or advice the group can be contacted through the centre or visit the website.

### **Barncoose Limbless User Group (BLUGS)**

Blugs Tel: 0785 8750730

This group is run by amputees for amputees and their family and friends As long as you can get to the venue of whatever event the group is running you are very welcome. The group currently run a regular swim at Gwelan Mor, Portreath every Monday. Otherwise any other activities are advertised in the newsletter and can be as diverse as meeting up for a Sunday roast or kayaking along a river

### **Comments, Compliments and Complaints**

We welcome your views about our service. If you have any comments, compliments or complaints please tell a member of staff. Or contact the Customer services department on 01752 435201 or write to:

Customer Services Dept  
Livewell Southwest  
Local Care Centre  
Mount Gould Road  
Plymouth  
PL4 7PY

If you would like this document in large print or translated into another language please contact the department on 0845 1558073



Provider of services on behalf of the NHS



**Appendix B  
Referral Form**

**\*ALL FIELDS NEED TO BE COMPLETED\***

**Specialist Prosthetic Referral Form (DSF5/4)**

<b>Patient Details (Attach addressograph)</b>  Name:  Address:   Dob:  Hospital number/NHS number:  Male/Female (Please Circle)  Home telephone number:	<b>GP Details:</b>  Name:  Address:
	<b>Next of kin details:</b>  Name:  Address:  Telephone number:

<b>Details of amputation</b>	
Primary cause of amputation:	
History leading up to amputation:	
Level(s) and right/left:	
Operation dates:	
Details of operation:	
Relevant post-operative details:	
Consultant in charge:	Hospital and ward:

<b>Contralateral limb details</b> e.g. circulation, sensation, etc	
<b>Previous Medical History</b> e.g. diabetes	
<b>Podiatry referral?</b> (Yes/No)	
<b>Other relevant details</b> e.g. MRSA status, Latex allergy, Smoking, Alcohol, Other Substances	
<b>Previous Mobility</b> e.g. independent, stick	
<b>Home environment</b> e.g. access, stairs	
<b>Current Medications</b>	
<b>Allergies</b>	
<b>Current wound status</b>	

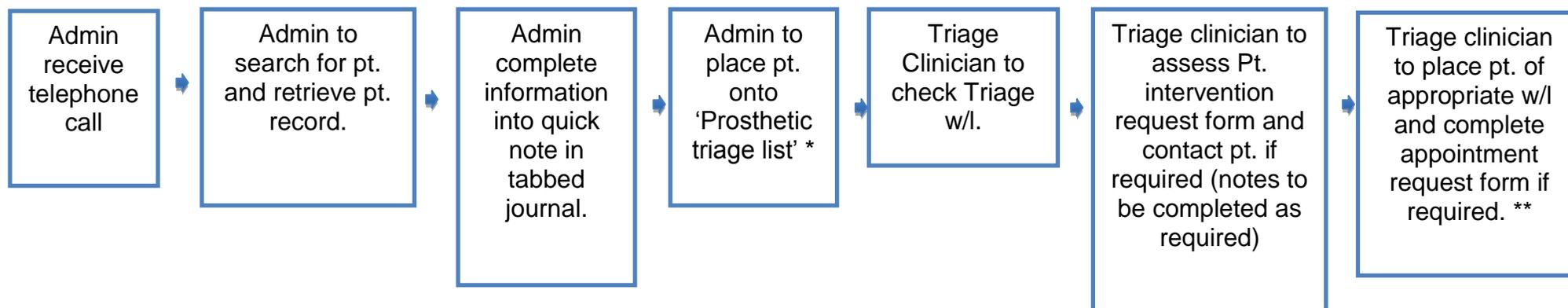
<p><b>Physiotherapy details</b> (current or planned)</p> <p>Name and hospital:</p>	
<p><b>Waterlow Score:</b> _____ <b>Date:</b> _____</p>	
<p><b>Has the patient ever served in the armed forces?</b> (Please circle all that apply)</p> <p>YES    NO    VETERAN    WAR PENSIONER</p>	
<p><b>Any further comments:</b></p>	
<p><b>Discharge destination:</b></p>	
<p><b>Details of referrer</b></p> <p>Name: _____ Position: _____</p> <p>Bleep number: _____ Hospital: _____</p> <p>Signature: _____ Date/Time _____</p>	

**Please post or fax the referral form to:**

**Prosthetics Rehabilitation Service, 1 Brest Way, Derriford, Plymouth  
PL6 5XW.**

**Telephone: 01752 434227. Fax: 0845 155 8259**

## Appendix C Triage process



\* Update date and Insert brief reason for call

\*\* This is down to the discretion of the clinician. If clarification is required, please refer to the waiting list information page.

**Appendix D Appointment Process**



## Appendix E



Electronic Patient  
Record.pdf