



Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	4 April 2018
Agenda Item	10
Title	Performance of Hosted Services – Physiotherapy
<p>Summary</p> <p>This report provides an overview of Physiotherapy performance over the last three quarters; April 2017 – December 2017</p>	
Presented by	Candy Millard, Head of Strategic Services
<p>Action Required</p> <p>The Performance and Audit Committee is asked to note and comment upon the report.</p>	

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EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP

PERFORMANCE & AUDIT COMMITTEE

4 APRIL 2018

Report by Chief Officer

PERFORMANCE OF HOSTED SERVICES – PHYSIOTHERAPY

PURPOSE OF REPORT

1. This report provides an overview of performance in relation to waiting times for Musculoskeletal (MSK) Physiotherapy over the last three quarters; April 2017 – December 2017 in East Renfrewshire.

RECOMMENDATION

2. The Performance and Audit Committee is asked to note and comment upon the report.

BACKGROUND

3. The physiotherapy service that operates in East Renfrewshire HSCP in the two health and care centres is hosted by West Dunbartonshire HSCP. The information in this report is taken from the quarterly performance reports shared by the MSK Service Manager and West Dunbartonshire Chief Officer

REPORT

Referrals

4. There has been a slight reduction in demand this year although referrals levels appear to have levelled out. The service continues to raise awareness of self-management advice/resources with GPs.

% patients seen within 4 week waiting time target

5. All patients requiring an urgent appointment were still seen within 4 weeks.
6. Due to staffing issues and rising waiting times in the south quadrant, patients from this quadrant were offered the first available appointment across GG&C during June. 1078 additional appointments (new and return) were utilised by south quadrant patients across the service and this is reflected in the lower proportion seen within 4 weeks in East Ren HSCP as those patients seen elsewhere are reported within East Ren HSCP for this report.

CONCLUSIONS

7. This report provides an update on the performance information shared with East Renfrewshire HSCP by West Dunbartonshire HSCP who host the MSK physiotherapy service.

RECOMMENDATIONS

8. The Performance and Audit Committee is asked to note and comment upon the report.

REPORT AUTHOR AND PERSON TO CONTACT

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20 March 2018

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BACKGROUND PAPERS

None

MUSCULOSKELETAL (MSK) PHYSIOTHERAPY WAITING TIMES REPORT - Quarters 1 - 3 (2017/18)

	April 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Referrals									
MSK Service	5316	6183	6151	5402	6660	5733	6,168	6,251	4,542
East Ren HSCP	407	466	453	383	458	425	465	462	376
% patients seen within 4 week waiting time target									
MSK Service	48%	47%	44%	44%	53%	52%	46%	44%	41%
East Ren HSCP	45%	45%	28%	26%	47%	50%	45%	40%	42%
Patients waiting over 4 week target									
MSK Service	11396	11131	11575	12643	12704	13297	12,625	11,349	11,498
East Ren HSCP	1424	1327	1096	941	925	972	927	827	829
Maximum wait for routine appointment across the service (in weeks)									
MSK Service	30	31	29	26	23	24	23	22	21
New appointments									
MSK Service	3909	5156	4500	4084	4889	4084	4,780	5,345	3,974
East Ren HSCP	183	284	296	233	250	214	213	261	183
Return appointments									
MSK Service	11182	13528	12982	10809	12538	11352	12,282	12,992	9,866
East Ren HSCP	670	865	875	852	855	861	756	811	610

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