



Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	29 June 2016
Agenda Item	8
Title	MSK Physiotherapy Hosted Service Performance Report
<p>Summary</p> <p>This report provides an overview of the current MSK Physiotherapy Service waiting times and the issues faced by the service as reporting moves from a 9 week target to the national target of 90% of patients seen within 4 weeks of referral effective from 1st April 2016. This service is hosted by West Dunbartonshire HSCP.</p>	
Presented by	Candy Millard, Head of Strategic Services
<p>Action Required</p> <p>Performance and Audit Committee is asked to note and comment on this report.</p>	

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NHS Greater Glasgow & Clyde

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Janice Miller, MSK Service Manager

MUSCULOSKELETAL (MSK) PHYSIOTHERAPY WAITING TIMES REPORT MAY 2016

1. INTRODUCTION

This report will provide an overview of the current MSK Physiotherapy Service waiting times and the issues faced by the service as reporting moves from a 9 week target to the national target of 90% of patients seen within 4 weeks of referral effective from 1st April 2016. Appendix 1 gives an overview of the service and local activity.

2. MSK PHYSIOTHERAPY SERVICE

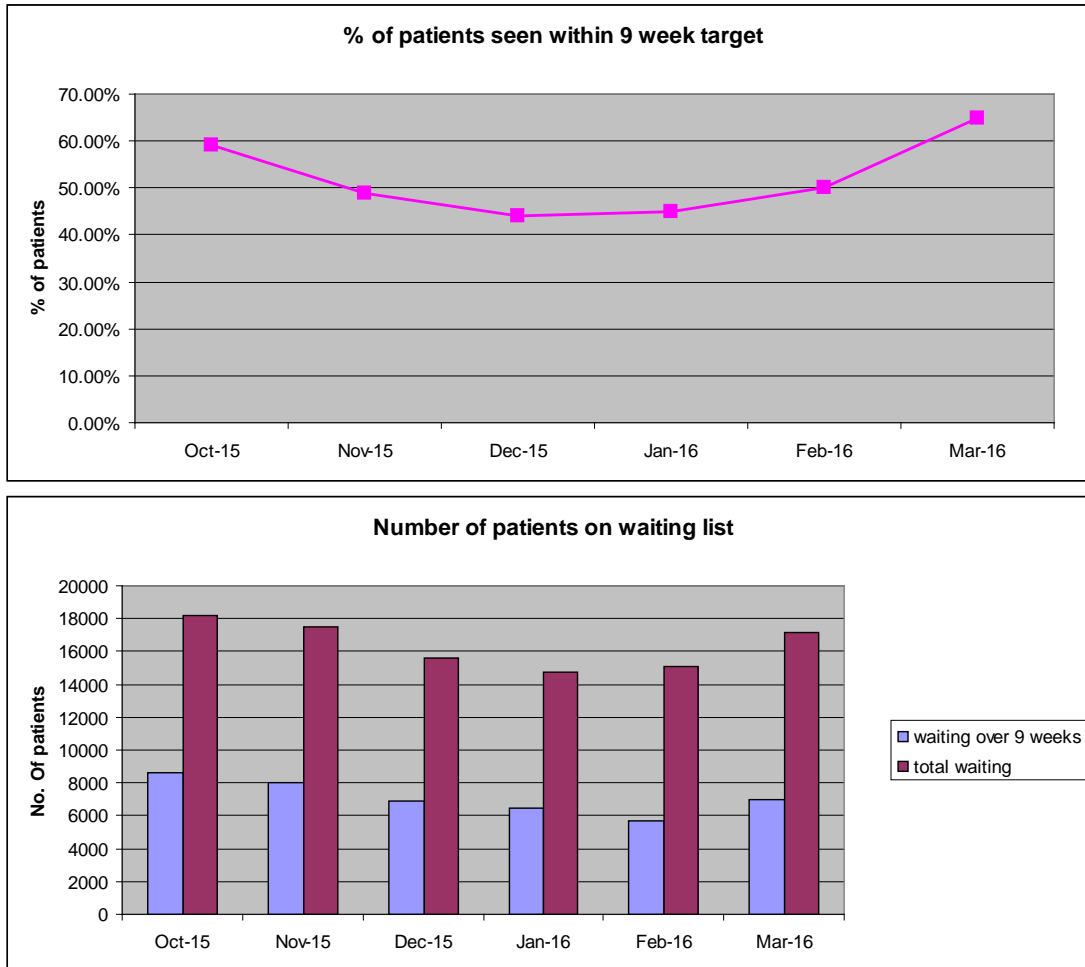
Currently an average of 52% of patients are seen within 9 weeks of referral and February 2016 figures showed 40% of patients are seen within the new 4 week target. All referrals are vetted based on their clinical presentation and those requiring a priority appointment are seen within 4 weeks. To date, we have rarely breached this target for the priority appointments. Demand continues to exceed our capacity and by fulfilling our priority target it results in an increase in the waiting time for a routine appointment. We are now reporting a waiting time of around 20-22 weeks for a routine appointment. The ongoing demand, increasing complexity and issues with staffing have meant that meeting the target continues to be a challenge

In 2015/16 the service received 82,025 referrals which is slightly reduced from the previous year but the SLA with NHS Highlands was terminated at the end of March 2015 and the introduction of Trak has reduced the number of duplicate referrals. We provided 59,158 new patient appointments and approximately 10% of patients did not reply to their appointment offer letter. At the end of March 2016 17,152 patients were on the waiting list for an appointment.

Considerable work has been undertaken to date to address variations across the service and improve the service, meet national objectives and attempt to reduce waiting times including:

- Rolling out a standardised form of self-referral for all patients.
- Developing our Support Workers to lead ongoing rehabilitation sessions.
- Introducing a single IT system (TrakCare) into all 37 sites in 2014/2015.
- Developing condition specific physiotherapy pathways to ensure consistent, evidence based treatment – once the next set of pathways are launch in June 2016, 87% of the conditions seen in MSK will have robust, evidence based clinical pathways.
- Standardising processes, appointment times and data collection.
- Streamlining management processes and structures.
- Developing the health promotion aspect of physiotherapy.
- Introducing patient reported outcome measures (PROM) and patient reported experience measures (PREM).

As of May 2015 we have moved to a central Referral Management Centre (RMC). The RMC ensures the efficient management of all waiting lists which has improved the efficiency of the service and reduced the number of unfilled appointments. Patients are offered the first available appointment in their local quadrant and it has allowed us to achieve equitable waiting times across each quadrant. Referral into the service continues to be via SCI referrals from GP's, Consultant referrals or self referral.



4. MAINTAINING A QUALITY SERVICE

As demand continues to rise it is important that we continue to provide a quality, effective service. All staff use validated outcomes measures recording pain, function and work status. Analysis of this data shows significant reductions in pain and increase in function following physiotherapy and 72% of patients off work due to their MSK complaint were able to get back to work following their treatment.

As a health promoting health service we have a significant role in promoting physical activity and offer all our patients advice on smoking, alcohol, weight management, employment services and dealing with stress, anxiety or depression.

Every year we actively seek feedback from our patients by using the CARE measure (Consultation and Relational Empathy). This measures the amount of empathy that a patient feels they have received during a consultation. There are 10 questions scoring between 1 and 5 per question with a maximum score of 50/50. Our results are an average of 48/50 which is above the national average for physiotherapists in Scotland.

Annually we have approximately 270,000 planned contacts with patients yet we only receive an average of 11 complaints a year. The majority of these complaints use to be around access to the service but we have had no complaints at all about access into the service since we introduced the "paper" self referral into all sites. Currently the main complaint is about the length of time spent waiting for a routine appointment.

5. SERVICE ISSUES

There are several factors which have impacted on our ability to achieve the 4 week target including:

- Ongoing demand that is higher than available capacity.
- Variable staffing levels.
- Rotational staffing vacancies.
- Extended Scope Practitioner (ESP) vacancies.
- High level of maternity leave.
- Patients unwilling to attend other sites.

Over the past few years improvements in patient pathways has meant that many patients previously sent to orthopaedics are now coming direct to physiotherapy in the first instance so the referrals we see from orthopaedics are now predominantly post surgery and trauma patients. There has been an increased number of Orthopaedic Surgeons and complexity of surgery with no increased capacity within MSK Physiotherapy. These referrals account for 20% of our referrals and the number of referrals has increased by 5% since 2012/13. The majority of these patients (70%) require an urgent appointment and longer course of rehabilitation post surgery which has significant impact on our capacity for routine referrals.

6. FUTURE CHANGES

Key changes planned to reduce waiting times include:

- Starting text appointment reminders
- Introducing National GP MSK resource
- Introducing risk stratification for low back pain patients
- Updating referral criteria for GPs – currently 8% of new patients seen within the service have been referred for the same condition within the last year yet had no benefit from Physiotherapy intervention
- Tests of change around appointment lengths and telephone consultations

We are also involved in a pilot in Inverclyde HSCP to test the impact of introducing an MSK Physiotherapist working as an integrated member of the Primary Care Team with a defined group of Practices/locality model. The MSK Physiotherapist will be the first point of contact for patients.

As with most services, the biggest challenge for the MSK Physiotherapy service is managing the demand whilst maintaining a quality service.

Janice Miller
MSK Physiotherapy Service Manager

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Referrals

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	7155	6792	5539	6212	6943	6078
East Ren HSCP	467	456	349	366	491	502

% patients seen within 9 week waiting time target

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	59%	49%	44%	45%	50%	65%
East Ren HSCP	53%	44%	43%	38%	42%	63%

Patients waiting over 9 week target

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	8632	7981	6908	6446	5651	6953
East Ren HSCP	575	574	484	485	455	522

Maximum wait for routine appointment across the service (in weeks)

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	18	19	19	20	21	22

New appointments

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	4960	5342	4557	4999	5143	4506
East Ren HSCP	239	230	187	271	259	279

Return appointments

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016
MSK Service	14342	14926	13070	13696	14118	14328
East Ren HSCP	824	809	782	763	731	824

These figures reflect patients seen within East Renfrewshire HSCP MSK Physiotherapy sites at Barrhead Health & Social Care Centre and Clarkston Clinic. Some patients who live within East Renfrewshire request treatment at a site out with the local area but we are currently unable to report on these exact numbers.

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