

Site descriptor

The following site descriptor sets out the information about the physiotherapy service, which should be included in any business planning process. There are examples throughout the document to assist in completing each section.

Background

This section should include the citing of the physiotherapy service within the PCT, eg

..... Hospital is a PFI funded hospital completed in 2002. It forms part of theHospitals NHS Trust with a total of 950 beds across two sites.

The local population

It provides services to the populations of

Include local information about the population such as geography (urban, semi urban, rural) ethnicity and level of deprivation (Jarman index)

The Physiotherapy service in more detail eg

The physiotherapy service is delivered in a well equipped purpose build department. The outpatient area has 10 curtained cubicles, three individual treatment rooms and two gyms.

Opening hours

Referrals

What the referrals are

Where referrals come from, eg

Musculoskeletal outpatients. We also take referrals for neurological problems, women's health and children with acquired orthopaedic problems. Referrals come from GPs, Consultants (mainly Orthopaedic and A&E) and from three District General Hospitals on the outskirts of the PCT

Criteria for referrals eg

Referrals are prioritised into routine and urgent using set criteria which includes: night pain, unable to work, unable to fulfil daily activities or carer duties and post orthopaedic trauma procedures

Physiotherapy referral rate

To calculate referral rate, the following website will give the methodology:

www.selfreferralphysioinfo.com

Public transport and car parking

Recent changes to provision

Include anything which may impact on the ability to deliver the physiotherapy service, eg

Closure of Ward Sept 2007

The start of Neighbourhood teams which have been developed to either prevent admission or speed up discharge, has meant a loss of staff from the ward area. This has put extra pressure on the service until the new teams are properly established

Staffing

Include all staff eg

...has a total of 187 therapy staff.

The musculoskeletal team is made up of:

...Band 8c (Clinician/Manager)

...Band 8a (Clinical Specialists/ESPs)

...Band 7

...Band 6

...Band 5

...Band 3 Assistant

There are ...WTE A&C staff working in Reception. In addition the Reception acts as a central point of contact for the inpatient service

Systems (paper and electronic)

Include all means by which appointments are made eg

The department has 1 dedicated telephone line and uses an electronic scheduling system called PPS, which will be replaced by PAS. The Department currently has access to PAS for reference purposes only. PPS generates standard letters informing patients of the waiting time for treatment, a "partial booking" letter and discharge letters, which are edited by the physiotherapist. These are not currently copied to the patient.

The partial booking letter is accompanied by a patient information leaflet.

Patient records

Include the format and storage- both long and short term

The Physiotherapy records use a POMR format. The front sheet is printed from PPS, including patient data, and continuation sheets are used for recording assessment and treatment information. These records are kept in the reception area. Post discharge, the records are kept in Reception for one year, after which they are archived in the record store elsewhere in the Department. After 3 years they are kept in an off site store managed by a private company until they can be destroyed. It is hoped that by the end of 2007 this system will be changed so that all consultant-referred patient records will be filed in their medical records and only GP-referred patient records will be kept in the department

Waiting times and lists

This should be split as urgent and routine eg

Urgent – 1 week Routine – 8 to 15 weeks
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It is also helpful to include a statement here such as 'patient referrals are prioritised with agreed criteria according to clinical need

Include any waiting lists initiatives to reduce waiting times

Referral pathways out of physiotherapy

Include all onward referrals eg,

If the patient is not discharged from physiotherapy they may be referred on to the following:

- Clinical Assessment Team
- Health Link Exercise Referral Scheme
- Biomechanical assessment
- Expert Patient Programme
- Back to the GP