

First Contact Physiotherapy

*Suggested script
for voice message
patients on hold*

***'Calling about a bone,
joint or muscle problem?'***

***'You can now see a specialist
physiotherapist here at
[INSERT NAME OF PRACTICE]
instead of the GP.'***

***'This gives you faster access to expert
diagnosis and you'll leave with the
advice and exercises you need to
start tackling the problem.'***

***'The physio can also
refer you on to hospital
services where necessary,
order tests and write prescriptions.'***

***'Nationally, just 5% of patients choose to see
a GP afterwards and 96% would recommend
the service to friends or family.'***

***'Speak to the receptionist or look on our
website to book an appointment with
our specialist physiotherapist.'***

**THINK
PHYSIO**
for primary care


CHARTERED
SOCIETY
OF
PHYSIOTHERAPY

For many aches and pains

First Contact Physiotherapy

offers quick access to expert assessment, advice and treatment

When a patient calls... ask:

Do you have a problem that affects your neck, back, bones, joints or muscles?

YES

NO

Book with GP

Are you feeling unwell at the moment?

NO

YES

Book with GP

Would you be happy to see a physiotherapist rather than the GP?

**Book with
FCP**

YES

NO

Book with GP

Inclusion criteria

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (may differ between localities).

Exclusion criteria

- Acutely unwell patients
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP.

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