Integrating a NHS community Physiotherapy and Musculoskeletal Clinical Assessment Service: a service evaluation.

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Objective

– Purpose of Service Re-design

– Pilot MSK delivery model – what is new for us?

– Results

– Discussion

– Implications for future
Purpose

Efficacy of Care

Clinical Resource

Patient satisfaction

Adding Value
Method - What is new for us?

1. GP
2. E-Triage B7/B8
   - Physiotherapy
   - MCATS
   - Appropriate onward referral

3. GP
   - Assess and Treat Clinic
   - Appropriate onward referral
Assess and Treat Clinics

Patient attends GP

Appointment arranged via admin centre

Attends Assess and Treat Clinic

Pre assessment questionnaire

Physiotherapist

Commence treatment

Physiotherapy

Discharge

Paper secondary care referral received

Appointment arranged via admin centre

Floating Clinician

APP

Appropriate onward referral

Physiotherapy
Results

Patients Original Referral Point

- 53% MCATS
- 47% Physio

Outcomes Following Assessment

- 93% Commenced Treatment
- 10% Required Investigations
- 4% Referred to Secondary Care
- 19% Discharged from the Clinic

Percentage of Patients Likely to Recommend Service

- Extremely Likely: 62%
- Likely: 37%
- Neither Likely or Unlikely: 1%
- Unlikely: 0%
- Extremely Unlikely: 0%
- Don't Know: 0%

Routine Wait in Weeks

- Pre Implementation: 9 weeks
- Post Implementation: 5 weeks
Conclusion

More efficient Use of Clinical Time

Waiting times improved

Patient Satisfaction High

Reduced Staff Sickness

Low referral to secondary Care

Excellent supportive learning environment

Low referral for investigation
Implications

Successful business case for additional funding to introduce this clinic as a single access point for primary care MSK referrals.
Where are we now?

Continuing with Clinics

- Audit for conversion to intervention
- Audit on Red Flag effective detection
- All KPI’s met
- Process of further review
Take home message

Improved Quality of service:
Integrated MCATS and physiotherapy into single point of access
More efficient use of clinical resources
Maintained high levels of patient satisfaction

Potential to Add value to a challenged health economy
With special Thanks to the team that has worked so hard, and our managers that have been so committed and supportive throughout.

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