

1. You and your organisation

The information provided below will be held in **strict confidence**. This information is only required to ensure that we receive one response from each NHS provider organisation and that we do not receive duplicate information.

1. Name of employing organisation

2. Name of person completing this form

3. Job title of person completing this form

4. Which country is your organisation located in?

- England
- Northern Ireland
- Scotland
- Wales

5. Pilot question - Should wording for the following question be the population covered 'by your service', or 'by your organisation' or something else?

- By your service
- By your organisation

Something else (please specify)

6. What is the size of the population covered by your service?

7. Do you provide physiotherapy outpatient services? If No, please go to Section 5. (Note: in the on-line version you are automatically progressed to Section 5.)

- Yes
- No

8. How many locations do you provide outpatient physiotherapy services from?

2. Physiotherapy Outpatient Waiting Time Information

This section is intended to gather data on your outpatient waiting times for all physiotherapy outpatients, not just musculoskeletal. *A physiotherapy outpatient waiting time is defined as:*

THE TIME BETWEEN THE DATE THAT A REFERRAL IS RECEIVED, AND THE DATE THE PATIENT ATTENDS THEIR FIRST APPOINTMENT.

- The booking of an appointment does not constitute the end of a wait; the wait ends when the patient attends their first appointment.
- Either the issuing of an appointment or inviting the patient to make contact to book an appointment does not constitute the end of the wait.
- The end of the wait is when the patient attends their first appointment.

Clinical assessment services would generally be regarded as referrers to physiotherapy, unless they provide the full episode of physiotherapy care. Telephone triage does not normally constitute treatment.

1. Pilot question - In the following question, should the wording be 'currently waiting', 'waiting at the end of last month' or something else?

- Currently waiting
- Waiting at the end of last month

Something else (please specify)

2. For all the physiotherapy locations where you provide outpatient physiotherapy services, what is the total number of patients currently waiting?

Total Number

3. What was your total number of new patients treated in all physiotherapy outpatients for the financial year 2011 - 2012?

Total number

4. What was the new to follow up ratio for your service at the end of the financial year 31/03/12?

5. Please indicate what the shortest, longest and average wait times (in weeks) were from Referral To Treatment on 31/03/12 for all physiotherapy outpatient services. (Note: the on-line version has drop-down lists with options ranging from <1 week to 52+ weeks.)

Shortest

Longest

Average

All physiotherapy outpatient services

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6. Please indicate what the shortest, longest and average wait times (in weeks) were from Referral To Treatment on 31/03/12 for the following specialties. (If you do not provide this specialty or if the data is not available, please select the relevant option.)

(Note: in the on-line version, the first three columns offer options ranging from <1 week to 52+ weeks. The fourth column offers the choice of Not applicable or Data not available.)

	Longest	Shortest	Average	Not Applicable/Data not available
Musculoskeletal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pain management	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Paediatrics	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Neurology (including stroke)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Womens/Mens health	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Occupational health	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Waiting time trends

1. Overall, what has been the trend in your outpatient waiting times over the past year?

- They have increased
- They have decreased
- They have stayed the same
- They vary across different specialty services

What factors have affected your outpatient waiting time trends over the last year?

2. Staffing (tick all that apply)

- Reduction in permanent staff
- Increase in permanent staff
- Reduction in temporary staff eg fixed term contracts, bank
- Reduction in agency staff
- Increase in temporary staff eg fixed term contracts, bank
- Increase in agency staff
- Unfilled staff vacancy due to maternity leave, sick leave etc
- Vacancy control measure eg delay in recruitment
- Frozen posts
- Other

Other (please specify)

3. Skill mix (tick all that apply)

- Skill mix to lower bands
- Skill mix to higher bands
- Skill mix reviews to lower and higher bands
- Other

Other (please specify)

4. Changes in referral patterns due to (tick all that apply):

- Increase in referrals
- Decrease in referrals
- Changes in referral criteria
- Introduction of self-referral
- Withdrawal of self-referral
- Changes in number of referrers
- Changes in care pathways
- Fragmentation of services
- Change of location of service provision
- Changes in service organisation eg merger of organisation
- Service re-design
- Introduction of Any Qualified Provider (AQP)
- Changes in commissioning/service planning (other than AQP)
- Other

Other (please specify)

5. Capacity and demand management (tick all that apply):

- Changes in booking system
- Referral management triage system
- Telephone triage
- Rationing of the number of follow-up treatment sessions
- Reduced length of time for treatment sessions
- DNA management
- Waiting list validation
- Use of groups/classes
- Other

Other (please specify)

4. Physiotherapy Outpatient Self-referral

Self-referral is defined as:

"A system of access that allows patients to refer themselves directly to a physiotherapist without having to see or to be prompted by another healthcare professional. This can relate to telephone, IT or face-to-face services."

1. Do you offer patient self-referral to physiotherapy outpatient services as defined above?

- Yes
- No

2. If Yes, what proportion of your patients self-refer?

- Less than 10%
- 10% - 20%
- More than 20%

3. Do you accept 'prompted referrals', for example, the GP suggests that the patient needs physiotherapy and the patient refers themselves?

- Yes
- No

4. If Yes, what proportion of your patients are a prompted referral?

- Less than 10%
- 10% - 20%
- More than 20%

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5. For all the services below, if you offer patient self-referral and/or prompted referral, please indicate which system(s) of access you provide (if you do not provide a service please indicate Not applicable).

(Note: in the on-line version, the first column offers a choice of 'Self-referral only', 'Prompted referral only', or 'Both Self-referral and prompted referral'. The second column offers the choice of 'Not applicable'.)

	System(s) of access offered	Not applicable
Musculoskeletal	<input type="text"/>	<input type="text"/>
Pain management	<input type="text"/>	<input type="text"/>
Paediatrics	<input type="text"/>	<input type="text"/>
Neurology (including stroke)	<input type="text"/>	<input type="text"/>
Womens/Mens health	<input type="text"/>	<input type="text"/>
Occupational health	<input type="text"/>	<input type="text"/>
Long term conditions	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>

Other (please specify)

6. If you currently offer patient self-referral, do you think it is likely that you can continue offering this type of access?

- Yes
 No

7. If No, is this due to (tick all that apply):

- Not supported by commissioners/service planners
 Not supported strategically within your organisation
 Difficulty with funding streams
 Not supported by GPs
 Not within the AQP specification (England only)
 Other (please specify)

5. Out-of-hours respiratory service

1. Do you provide an out-of-hours respiratory service? If No, please go to Section No. 6.

- Yes
- No

2. If Yes, when is this out-of-hours respiratory service provided?

- 365 days a year
- Monday - Friday only
- Weekends only

3. Pilot question - Regarding the following three questions (depending on your selection), do the options offered make sense to you? If not, please state which ones are unclear, why they are unclear and give some alternatives.

4. If this service is 365 days a year, which of the following best describes it:

- 'On-call' model only (includes call outs/standby services and is **not** continuous work)
- An extended day service only
- An extended day service followed by overnight on-call cover
- An extended day service followed by a night shift (continuous shift work)
- Other

Other (please specify)

5. If this service is Monday - Friday only, which of the following best describes it:

- 'On-call' model only (includes call outs/standby services and is **not** continuous work)
- An extended day service only
- An extended day service followed by overnight on-call cover
- An extended day service followed by a night shift (continuous shift work)
- Other

Other (please specify)

6. If this service is Weekends only, which of the following best describes it:

- 'On-call' cover only
- Daytime shift only (one day)
- Daytime shift (one day) with 'on-call' cover for remaining hours
- Daytime shift only (both days)
- Daytime shift (both days) with 'on-call' cover for remaining hours
- Daytime Shift followed by a night shift (continuous shift work)
- Other

Other (please specify)

6. Impact of saving requirements for all physiotherapy services

1. Are savings required from the budget for physiotherapy staff and services in the current financial year 2012-2013?

- Yes
- No
- Not sure

2. If savings are required, please give the % of the physiotherapy budget this equates to (or provide your best guess if final figure is not known.)

3. Have you experienced any of the following in your physiotherapy services in the financial year 2011-2012?

	Yes	No	Not applicable
Reduction in physiotherapy staff numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts in purchasing of clinical equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts to patient services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in number of student placements that can be accommodated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in proportion of staff employed on short term/bank contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in number of Band 5 posts available for new graduates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No backfill for posts vacant due to maternity/long term sick leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A review of physiotherapy staff and bandings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in the length of patient treatment sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in the number of follow-up treatment sessions for patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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4. Are you expecting to experience any of the following in your physiotherapy services in the financial year 2012-2013?

	Certain	Very likely	Fairly likely	Unlikely	Not applicable
Reduction in physiotherapy staff numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts in purchasing of clinical equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts to patient services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in number of student placements that can be accommodated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in proportion of staff employed on short term/bank contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in number of Band 5 posts available for new graduates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No backfill for posts vacant due to maternity/long term sick leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A review of physiotherapy staff and bandings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in the length of patient treatment sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in the number of follow-up treatment sessions for patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Have savings requirements had an impact on the Occupational health service you may provide?

- We do not provide an Occupational health service
- No - there has been no change in our service
- Yes - this service has now been cut
- Yes - this service is due to be cut

6. Are any of the following currently affecting your ability to recruit?

	No	Some posts	All/most posts	Not applicable
Vacant posts automatically cut from funded establishment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacant posts automatically frozen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacancy control procedures causing significant delays to the filling of vacant posts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The banding of vacant posts must be reviewed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviews of vacant posts leading to downbandings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Over the past year, has there been a reduction in the number of the Band 8 physiotherapy posts specified below in your organisation?

	Yes	No	Don't know	Not applicable
Managers without a clinical role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managers with a clinical role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialist clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Over the past year, has there been a reduction in the number of the Band 7 physiotherapy posts specified below in your organisation?

	Yes	No	Don't know	Not applicable
Managers without a clinical role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managers with a clinical role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialist clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. To what extent do you agree/disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Funding available for training is adequate to meet the CPD needs for all physiotherapy staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate physiotherapy staffing levels are obstructing me from redesigning and modernising our service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapy staff are experiencing significantly increased workloads than a year ago	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapy staff are experiencing significantly increased stress levels than a year ago	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I expect demand for physiotherapy services to increase in this financial year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I expect to have sufficient resources to meet demand for physiotherapy services this financial year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I fear for my own job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Pilot question - How long did it take for you to complete this survey (not including stop/start time)?

11. Pilot question - please use this space to give us any comments you have regarding completing the survey, (ie questions that were unclear