The provision of first contact physiotherapy in GP surgeries with non-advanced practice clinicians: a service evaluation

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Background

- The majority of first contact practitioner (FCP) roles are filled by advanced practice clinicians.

- Concerns exist regarding non-advanced practitioners working as FCPs.

- Our FCP service was commissioned to be delivered by Band 6 clinicians supported by a Band 7 Team Leader.
The service

Patient with an MSK disorder phones for a GP appointment – option given to see the physiotherapist

Maximum of two 30 minute appointments offered within the practice

- Discharged to self manage
- Referred to main primary care physiotherapy service
- Referral for further investigations or to secondary care recommended
- Referred back to GP or to other professional
## Results

10,788 initial assessments conducted

<table>
<thead>
<tr>
<th>Outcome</th>
<th>% of patients</th>
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<tbody>
<tr>
<td>No further treatment required</td>
<td>44%</td>
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<tr>
<td>Referred for additional physiotherapy</td>
<td>27%</td>
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<tr>
<td>X-ray or MRI referral recommended</td>
<td>2%</td>
</tr>
<tr>
<td>Secondary care referral recommended</td>
<td>1%</td>
</tr>
<tr>
<td>Further medical input required</td>
<td>6%</td>
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<tr>
<td>Failed to attend follow-up</td>
<td>4%</td>
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<tr>
<td>Other outcome (UTA, other onward referral)</td>
<td>15%</td>
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100% patient satisfaction, 99% GP satisfaction
Discussion and implications

- The majority of patients were managed in primary care.
- Very few patients required extended scope interventions or further medical input.
- Rates of non-MSK pathology identification in line with similar studies (Ludvigsson & Enthoven, 2012).
- Band 6 clinicians can perform FCP roles safely and effectively.
- Skill mix of the team should be considered when designing FCP services based on local need.
References and acknowledgements


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