

FCP Service December 2019

Aim

In 2016 the South Powys cluster introduced an on the day Musculoskeletal pilot service in to one practice. The service consisted of a Physiotherapist running in-house clinics for on the day patient requests, GP/Nurse referrals and advice for patients presenting with acute MSK pain. With 30% of a GP's workload taken up with musculoskeletal issues, the cluster felt it was essential this area was developed in terms of the treatment of these patients, GP time spent on appointments and patient outcomes.

Preliminary results for this service were excellent, showing patient outcomes and quality had improved, however capacity was minimal and inconsistent due to the volume of patients needing to access the service. With increasing constraints on GP appointments, increased requests for pain control medication and often-lengthy waits for patients referred to a traditional Physiotherapy service, the South Powys cluster decided to roll out this service to look to improve outcomes for ALL patients across South Powys.

This pilot service was introduced in February 2019, rolling out the service to all four practices to run in line with the successful multi-disciplinary TRIAGE approach being taken by the South cluster, thus ensuring patients are seeing the correct clinician for their ailment, within a reasonable period, therefore improving access and quality of care to patients.

Outcomes of this service will evaluate whether there has been an improvement in;-

- Waiting times for patients requiring a Physiotherapy appointment
- The use of pain medication issues for patients accessing the service
- The number of GP appointments accessed for MSK issues
- Referrals to the Physiotherapy service

Method

An Emis Web template was created to identify:

- The number of Physiotherapy appointments where the clinical template had been used
- Referral type –e.g. Nurse/GP
- The outcome of the Physiotherapy appointment
- Patients referred back to GP/Nurse
- Patients who received medication
- Patient Survey – a patient satisfaction survey was devised and is given to patients for feedback



FINAL VERSION - HG
Red Kite Patient Satis

Patients can be referred in to the service, either by a GP, Nurse, TRIAGE, and/or directly by the patient.

Activity December 2019

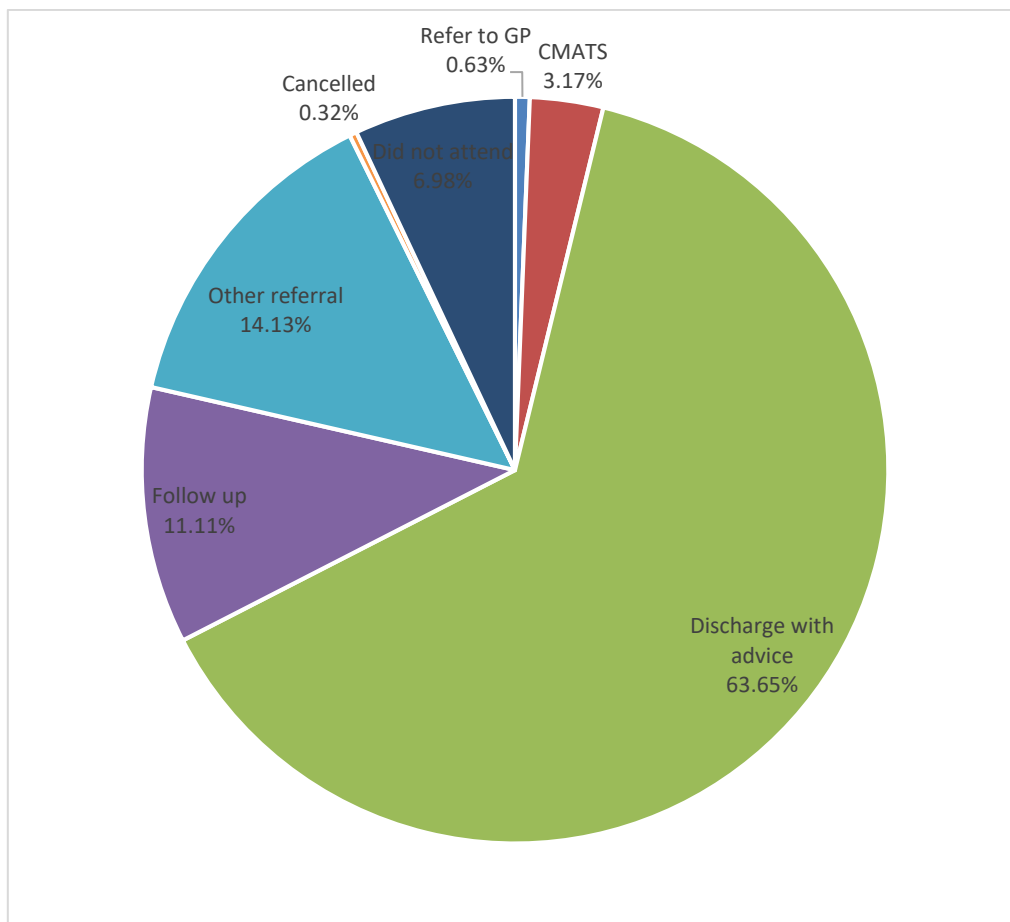
A total of, 2,265 **Physiotherapy** actions (1,882 patients) have been recorded from February to December 2019. The referral source and clinical outcomes have been recorded for 100% of these encounters.

Referral Source	
Referral from GP (Will Inc. GP triage)	408 (21.68%)
Referral from GP Triage	935 (49.68%)
Referral by Nurse (Triage)	423 (22.48%)
Patient made appointment	116 (6.16%)
Total:	1,882

Outcomes show that at least 72.16% of patients have been referred in directly from Triage, therefore avoiding a GP appointment that would have historically been the pathway for these patients. It is difficult to log this data accurately in one practice as the GP's have appointments and participate in an element of GP Triage.

Outcomes for the Physiotherapy contacts are recorded below:

63.65%	Discharged with MSK advice given
11.11%	Follow up appointment after initial contact
14.13%	Other referral (Podiatry, radiology, Orthopedics)
0.63%	Refer back to GP
3.17%	Referred to Powys Physiotherapy service
0.32%	Patient cancelled pre-booked appointment
6.98%	Patient failed to attend pre-booked appointment



Results show that 63.65% of patients referred in to the service are discharged with advice or management plan that did not involve a GP. 3.17% of patients

seen required a referral to the Powys Physiotherapy service and 14.13% of patients required a referral to another service (Radiology, Podiatry, Orthopedics etc.). Only 0.63% of the patients referred in to the services were referred back to their GP for further management directly from the Physiotherapist.

220 referrals have been made to other services from the MSK Practitioners. A breakdown of the onward referrals from the MSK service is recorded as below;

Breakdown				
Referrals	Haygarth	Crickhowell	Brecon	Ystradgynlais
CT scan	1	1	0	0
Minor surgery	4	0	4	2
Orthopaedics	13	5	8	3
Radiology	15	52	11	5
Pain Clinic	1	0	0	0
Podiatry	2	2	2	1
U/S	1	6	5	0
MRI	1	0	4	1
Other	7	1	1	2
CMATS	29	5	20	5
Totals	74	72	55	19

A breakdown of the number of sessions supplied to each practice to Dec 19;

Practice	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
Brecon	6	7	6	9	8	8	6	8	8	7	6
Ystradgynlais	4	9	7	6	5	7	2	6	8	7	6
Crickhowell	4	4	9	8	4	6	4	8	9	8	6
Haygarth	6	3	6	8	8	8	8	6	8	4	6
Total	21	22	28	31	25	29	20	28	33	26	24

NB 1 Clinical session per week is allocated to admin as per SLA

Review of Patient Data

A review of the patients who had been referred in to the MSK service has been undertaken in one practice. EMIS data was collected to evaluate patients returning to the practice within one month of their discharge.

During the period Feb-Oct 2019, 295 patients accessed the service in total. Of these, 25.42% (75 patients) made contact with the practice within one month requesting an appointment as outlined below:

New issue not related to pain	48 (66.66%)
No Improvement or worsening pain	20 (23.33%)
Request for Med3/pain relief	5 (6.66%)
Referred back to GP for further investigation	2 (3.33%)

Of the 295 patients accessing the service, 20 (6.78%) returned regarding the same issue that had worsened or required further intervention from a GP/ Triage Nurse. 93.22% of patients did not require to see a GP regarding the original complaint.

Prescribing

A comparison of the number of prescriptions for pain relief on patients referred in to the FCP sessions was undertaken in conjunction with the same period prior to the service being available where patients would have been referred to the secondary care Physiotherapy service. The results were as follows;

Feb 2018-Dec 2018

No of patients referred to Physiotherapy service: 429

No of pain relief prescriptions issued in interim: 1006

Average 2.3 prescriptions per patient

(Patients may have been waiting on average 6 weeks for appointment)

Feb 2019-Dec 2019

No of patients referred to FCP service 464

No of pain relief prescriptions issued 664

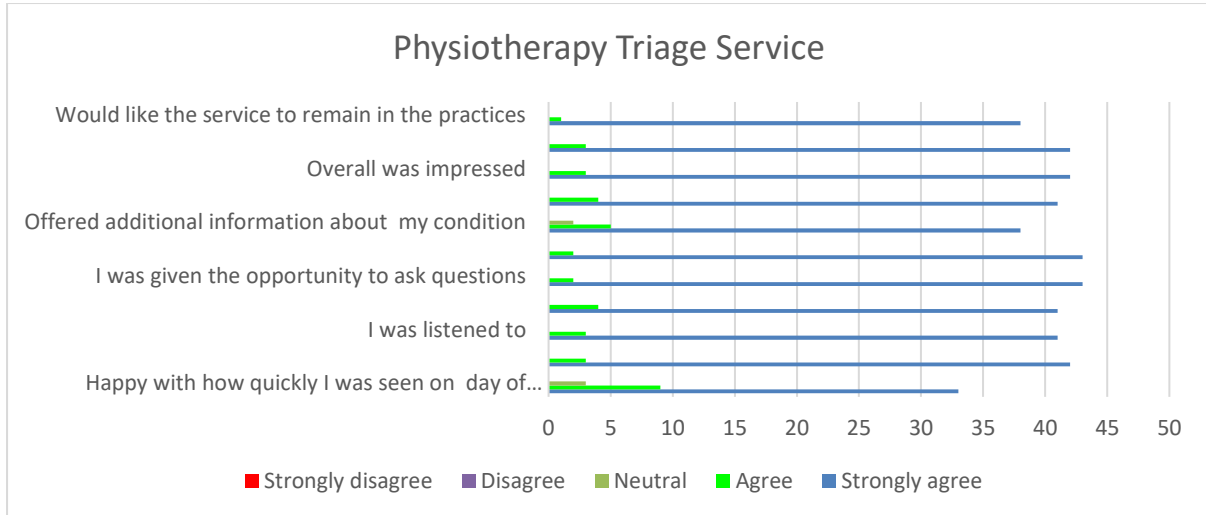
Average 1.4 prescriptions per patient
(Patients waiting 1-2 weeks maximum for appointment)

Positives

- **Improved access** – Previously patients could wait up to 8 weeks for an appointment with Physiotherapy, as there was no acute service available. Patients can now be seen quickly often within a few days
- **Improved patient experience** – Patient treatment plans are in place more quickly, avoiding the need for waits or return appointments with a GP
- **Reduction in GP appointments** – Triage sources or patients are able to refer in to the service directly.
- **Reduction in waste.** The level of DNAs for Physiotherapy appointments has historically been high, we hope to see a reduction in this rate as appointments are available within a shorter time-frame
- **Reduction in GP appointments** -Referrals to secondary care or, 'other' appropriate services can be made with no requirement for a GP appointment
- **Multi-disciplinary team working** Positive feedback from the Physiotherapy practitioners and practice staff regarding a more team centered approach to patient care
- **Improved Access-** Having the Physiotherapists on site means pathways have been create for faster referral processes for patients requiring onward referral
- **Prescribing** It is hoped to see a reduction in prescribing of pain relief for patients due to the reduced waiting times for management and this will be evaluated

Patient Feedback

Results of a patient questionnaire show that the service has been received positively by patients.



Below are some of the comments that patients have added to the patient questionnaires: -

'Happy with my appointment and outcome of my ongoing treatment'

'Great to have a physio in Talgarth'

'Please keep this service'

'Very happy. Very reassured I felt I could ask questions and was listened to'

'Excellent consultation. Thank you'

'5 stars'

'Accurate and swift diagnosis of injury site'

'Most positive experience of Physio's I've seen outside of private practice'

'I was very impressed with this service. I am new to the surgery and I'm very happy with everything so far'

'Extremely satisfied and grateful for the advice'

'Explanation of condition and treatment excellent!'

Considerations

- A number of patients that have been evaluated appear to have long standing pain issues, and it is important that these patients are referred under the correct pathway not the acute service
- It is difficult to establish the referral source in some practices, as the Triage models are different. It is notable that the pathway is smoother in the practices working a Total Triage system as the patient is unlikely to have made a prior GP appointment before being referred

During the period February to December 2019, 1,882 patients were referred in to the service. Of these 63.65% were discharged from the service with a management plan that did not require a GP appointment. 0.63% of patients were referred back to their GP for further management directly from the service, with a further 14.13% being referred on directly to appropriate services e.g. Podiatry, X-ray. 6.33% of patients seen have returned to the practice with no improvement or a worsening of symptoms within 1 month. 6.98% of patients did not attend a pre-booked appointment.

All of these patients would have been seen by a GP prior to the introduction of the MSK Physiotherapy and triage, which is now available in the four practices across the South cluster, often necessitating prescriptions for pain relief, and onward referral. With 30% of GP workload made up of MSK issues, the service has relieved the pressure on GP's, who are able to spend more time with complex and comorbidity patients. It has also improved access and quality for patients, with reduced waiting times for acute pain appointments and improved referral pathways that have been built between the therapists/secondary care and primary care staff.



December 2019