MSK
Physiotherapy 1st Point of Contact Role
PCTF Test of Change

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Implementation

• 3WTE
• Recruited Dec 16
• Critical to success.....
• **North**: Largs and Ardrossan
• **East**: Loudon and Glencairn
• **South**: Barns, Fullarton and Troon Cluster
• Clinical Leadership
• 0.8 direct clinical time
• Approx 15 patients per day
First 6 months

- N = 3083
- Self management rate 74%
- 1.56% to see GP
- 1st Point of contact 57.3%
- Directly freed up 1800 GP appointments
First Point of Contact Rate

- 57.3%
- 1800 GP appointments
Onward Referral

- MSK Pilot
- MSK Non-Pilot
- T&O Pilot
- T&O Non-Pilot

2016

- MSK Pilot: 12
- MSK Non-Pilot: 10
- T&O Pilot: 6
- T&O Non-Pilot: 6

2017

- MSK Pilot: 6
- MSK Non-Pilot: 7
- T&O Pilot: 6
- T&O Non-Pilot: 6
Access was fab. Right professional for the right job, best surgery in Ayrshire.

I don’t know what we do without you here now.

Can you see more patients, people are asking to see you.

Thanks for starting the exercises, he is already much better.
Examples of QUANTIATIVE data being collated

- Referral figures to Orthopaedics
- Referral figures to Physiotherapy
- % first point of contact
- Capacity - Slot fill rate
- Number of patients seen
- Caseload numbers
- Number of patients managed by phone
- Number of injections and outcomes
- % self managed
- Number of contacts
- Number of requests for prescribed medication
- Evaluation of outcome decision
- Number of GP appointments saved
- % referred to MSK
- Prescribing numbers
- Number referred back to GP
- Diagnosis
- Advice only

Examples of QUALIATIVE data being Collated

- Patient experience
- Patient feedback
- Patient satisfaction
- 1:1 Interviews with GPs
- Patient survey planned
- CARE measure
- GP feedback and experience
- Patient feedback - what do we do well/what could we do better
- Physiotherapy feedback survey planned
- Reception staff experience

Examples of sharing outcomes & service evaluation

- Poster presentation
- Flash reports
- PC transformation board
- IJB
- GP sub committees
- MSK leads
- Report sent to Jan Beattie
- 3, 6 and 12 month formal report
Sustainability and Spread

- Skill set/workforce
- Model/clinical leadership
- Risk to core service
- Isolation - Clinician burn out
- Training budget
- Supplies....

- Whole system approach
- Stability of practice
- Readiness....
- Cluster approach, individuality of practice
- Refinement of model
- MATS/redirection
- Marketing/influence cultural expectations
To the Future....

Interesting Case Examples

- Cord compression
- Tendon rupture
- Multiple myeloma
- Metastatic #
- Acute CVA

The Vision

- Ongoing evaluation
  - 0.6 WTE
  - Cluster approach
  - Clinical Leadership and Operational Management per partnership area
  - Transfer resource from MSK