



North Lincolnshire First Contact Physiotherapy Service

Service Up-date February 2018



Safecare Network

- North Lincolnshire GP Federation
- All 19 North Lincolnshire GP practices are members of Safecare
- Safecare Network is a 'not for profit' organisation and is CQC registered
- Established to support sustainability and resilience of general practice in North Lincolnshire

First Contact Physio Service

- CCG Transformation monies 2018/19
- Safecare Network facilitated workshop to bring all practices together,
- Grouped into the 3 care networks for discussion on best use of Transformation monies within the networks
- All 3 networks decided on First Contact Physio service across North Lincolnshire - introduce new roles to free up GP time
- Safecare Network to deliver the service on behalf of all practices – across the 3 networks (North Lincolnshire wide service).



First Contact Physiotherapy Service (FCP)

- **Project is the first of its kind in North Lincolnshire**
- **19 practices working together to support the delivery of a North Lincolnshire wide 'First point of contact physiotherapy service'**
- **The service will support the sustainability of general practice by developing a new role within general practice that reduces the workload of GPs**
- **It is estimated that between 10 and 20 per cent of GP consultations are MSK related and that these patients could be managed effectively by seeing a physiotherapist at first point of contact .**



First Contact Physiotherapy

- Contract start date 1st September – mobilisation period during September and phased roll out of the service began in October 2018
- Extensive work undertaken during September 2018 developing governance protocols, staff training (reception protocols, remote booking facility etc.) for all practices
- Safecare delivering on behalf of all practices

- Challenges:
- Despite advertising struggled to recruit
- Developed working relationship with NLAG to sub contract physios for the service
- Additional sub contract arrangements with Health Share
- Recruited a sessional Physiotherapist – aiming for 3 wte working across the 3 care networks



FCP Service mobilisation

- Intention to offer the service in all practices if requested
- Not all practices had rooms available
- Current model across different sites, patients can book into any site

First Contact Physio

Mobilisation Plan - (Aspiration - 3 WTE - 30 Sessions)

	East Network - No. of Sessions				
	Monday	Tuesday	Wednesday	Thursday	Friday
Central Surgery				NLAG - Jenny - 2	
Winterton	NLAG - Eddie - 2				
Bridge Street			NLAG - James - 2		
Barnetby			Bev - 2		
Riverside					
No. of Sessions	2		4	2	
			TOTAL NO. OF SESSIONS IN THE EAST		8



	South Network - No. of Sessions				
	Monday	Tuesday	Wednesday	Thursday	Friday
Cedar Medical		Healthshare - Chris PM 1			NLAG - Dan - 2
West Common		Bev - 2			
Ancora			Healthshare - Matt 2		
Ashby Turn		Healthshare - Chris AM 1	Healthshare - Chris 2		
Kirton Lindsey				Healthshare - Matt 2	
Cambridge Ave					Healthshare - Matt 2
No. of Sessions		4	4	2	4
			TOTAL NO. OF SESSIONS IN THE SOUTH		14



	West Network - No. of Sessions				
	Monday	Tuesday	Wednesday	Thursday	Friday
Trent View					Dan Smith - Doncaster AM 1
South AXHOLME		Dan Smith - Doncaster PM 1			
Market Hill				Bev - 2	
No. of Sessions		1		2	1
			TOTAL NO. OF SESSIONS IN THE WEST		4
			TOTAL NO. OF SESSIONS ACROSS NORTH LINCS		26

Monitoring Data 8th October 2018 – 9th January 2019

<u>KPI Data from 8th Oct 18 - 9th Jan 19</u>		
Number of FCP Appts offered	874	
Number of New Patients Seen	320	36.61%
Number of Follow Ups	5	0.57%
No. of Patients booked who are unsuitable for the Service	8	2.50%
No. of Patients with an onward Referral	130	40.63%
No. of Patients referred back to the GP	11	3.44%
<u>Reasons for unsuitability for the Service</u>		
Aged 15	1	
Already referred to Physio	3	
Non MSK Related	1	
Pregnant	3	
TOTAL	8	
<u>Patients with an onward Referral</u>		
Occupational Therapy	4	
Community Physiotherapy	124	
Podiatry	2	
Orthotics	0	
TOTAL	130	

Patient Satisfaction

- 231 feed back forms received to date
- Of 231 responses to ‘ How likely or unlikely are you to recommend the service to family and friends if they needed similar care and treatment’
 - 229 said they were ‘likely or extremely likely’
 - 2 said they were ‘not likely’
 - Overwhelmingly positive responses to the experience of seeing a physio as first point of contact

Patient Feedback

- Very thorough in asking questions about the pain. Listening to me, also explained what the problem was after examination and went through an exercise regime to alleviate the problem. All in all a very good appointment.
- My experience with the physiotherapist was excellent
- Quick prompt response and easily understood advice
- This is a very good service and very appropriate to see physio rather than GP
- Only referred this morning, seen the same day, fast swift service. Diagnosis and referrals sorted in one appointment. I have correct diagnosis now.



Patient Feedback

Patient Feedback

- Very welcoming, understood my concerns, quick analysis. Very professional
- Would have no concern about seeing the physio rather than a GP in the future
- Back problem was explained and methods to relieve pain was clear, very helpful.
- Was fantastic to get seen straight away. I was told exactly what the problem was and what would be done to get me fixed. Really great service
- This is an excellent service which was highly appropriate for my problem



Going Forward into 2019/20

- Priority to maximise take up of appointments – working with CCG comms team
- Saturday morning session in Extended Access planned
- Further training for practice reception teams
- Service development reviews with Physios
- Quality assurance and improvement meetings planned during April and will take place quarterly



Any Questions?