

# **NHSGGC Musculoskeletal (MSK) Physiotherapy Service Annual Report 2018/19 for West Dunbartonshire Health and Social Care Partnership**



## **Our Vision**

**To offer expert diagnosis and intervention to maximise the potential of people with MSK conditions, the most common cause of disability and work related absence in the UK**

# Foreword

Welcome to our annual report which covers the period April 2018 to March 2019.

MSK conditions continue to have a major impact on people's lives. It is one of the leading causes of time off work and more years are lived with an MSK disability than any other condition. The MSK Physiotherapy Service continues to provide a person-centred approach which is focused on movement, exercise and supported self management. As we help patients to recover and return to normal activities, we are also encouraging them to take up more active and healthy lifestyles.

2018/19 has been a successful year. We have reduced both our waiting times and the number of patients waiting for an appointment. This has been achieved at a time of increasing demand with more patients being referred to our service. We have worked with the NHSGGC AHP Director and the MSK Programme National Lead from the Scottish Government to review our service and ensure we are as efficient and effective as possible.

This year saw the expansion of our Advanced Practice Physiotherapists into Primary Care. From the initial pilot in Inverclyde HSCP then Govan Ship, we went on to recruit a total of 13 wte posts for GGC during 2018/19 and we continue to progress this work across all HSCPs.

Our focus on staff wellbeing has seen many new exciting developments for staff within the service and we held a successful wellbeing event led by Sir Harry Burns in August 2018. Our first conference focusing solely on MSK Physiotherapy was held in December 2018 and feedback from staff was very positive with new learning resulting in changes to clinical practice.

This year saw us involved in a funded project with Orthopaedics to test if we could improve the patient journey and reduce Orthopaedic demand by ensuring patients were seen by the most appropriate service. Almost 1,000 patients were referred to MSK Physiotherapy direct from the Orthopaedic waiting list and were managed appropriately during the project. These results will inform future developments within NHSGGC.

In conclusion, 2018/19 has been a very positive year. This is testament to all the hard work, commitment and dedication of all the staff in the MSK Physiotherapy Service as well as the support of the Chief Officer, Beth Culshaw, from West Dunbartonshire HSCP.



A handwritten signature in brown ink that reads "Janice Miller".

**Janice Miller, MSK Physiotherapy Service  
Manager & Professional Lead (Partnerships)**

# The year in figures 2018/19

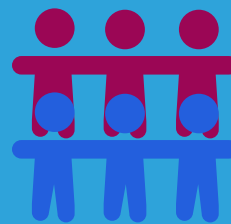


**75,510 referrals (70,097 in 2017/18)**



**Average wait in  
April 2018 56 days**

**Average wait in  
March 2019 32 days**



**154,814 return  
appointments**

**60,171 new  
appointments**



**4 stage 2  
complaints**

**3 not upheld**

**1 partially  
upheld**



**184.61 wte staff  
with 243 staff in  
post (including  
APPs)**

**132.38 wte  
qualified clinical  
staff**

# MSK Physiotherapy

The NHSGGC MSK Physiotherapy Service is hosted by West Dunbartonshire Health & Social Care Partnership (HSCP) on behalf of Partnerships and the Acute Service Division of NHSGGC. The MSK Physiotherapy Service Manager reports to the Chief Officer of West Dunbartonshire HSCP; and the service is included within the HSCP development plans and governance structures.

MSK Physiotherapists are highly skilled in assessing, diagnosing and treating people with physical problems caused by accidents, ageing, disease or disability. The service treats adults over the age of 14 and all qualified staff are registered with the Health and Care Professions Council (HCPC) with registration checked on a monthly basis.



# Key Objectives

**Provide an efficient, timely and equitable MSK service**

**Provide an effective MSK service**

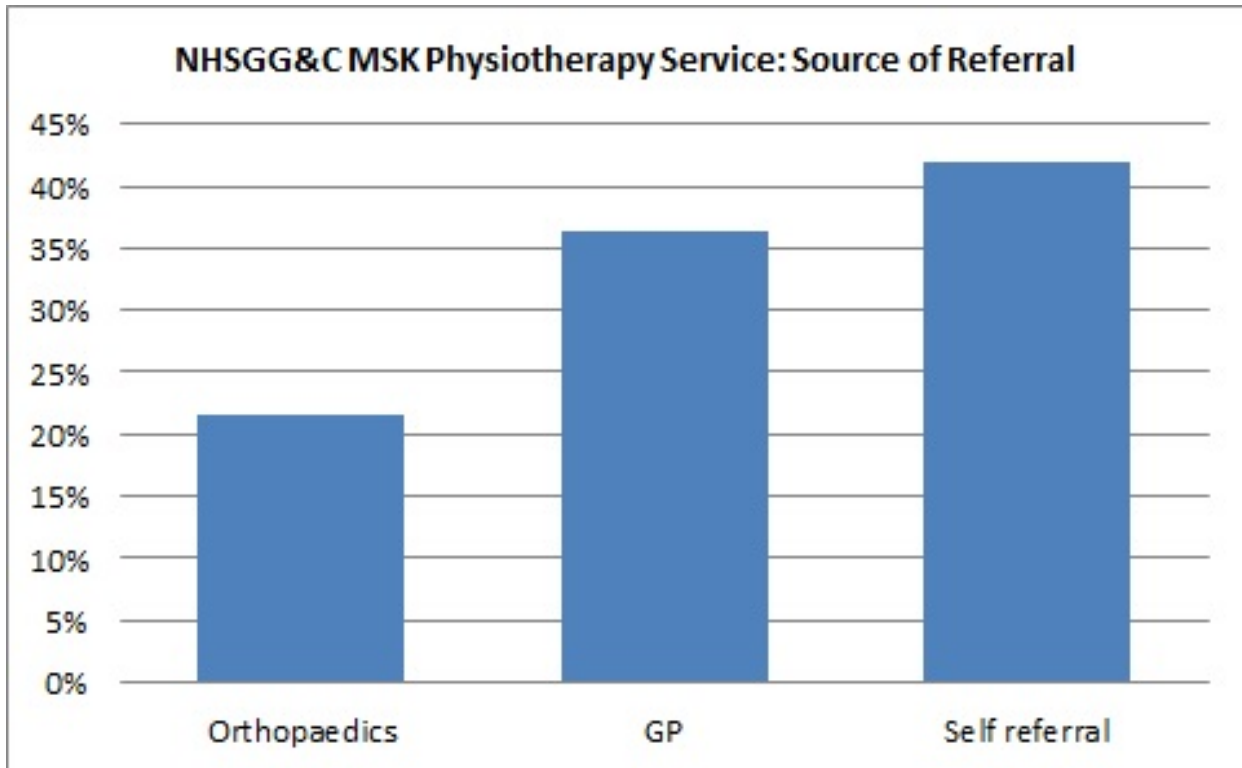
**Provide a person centred MSK service**

**Ensure staff wellbeing within the MSK service**

**Provide a safe MSK service**

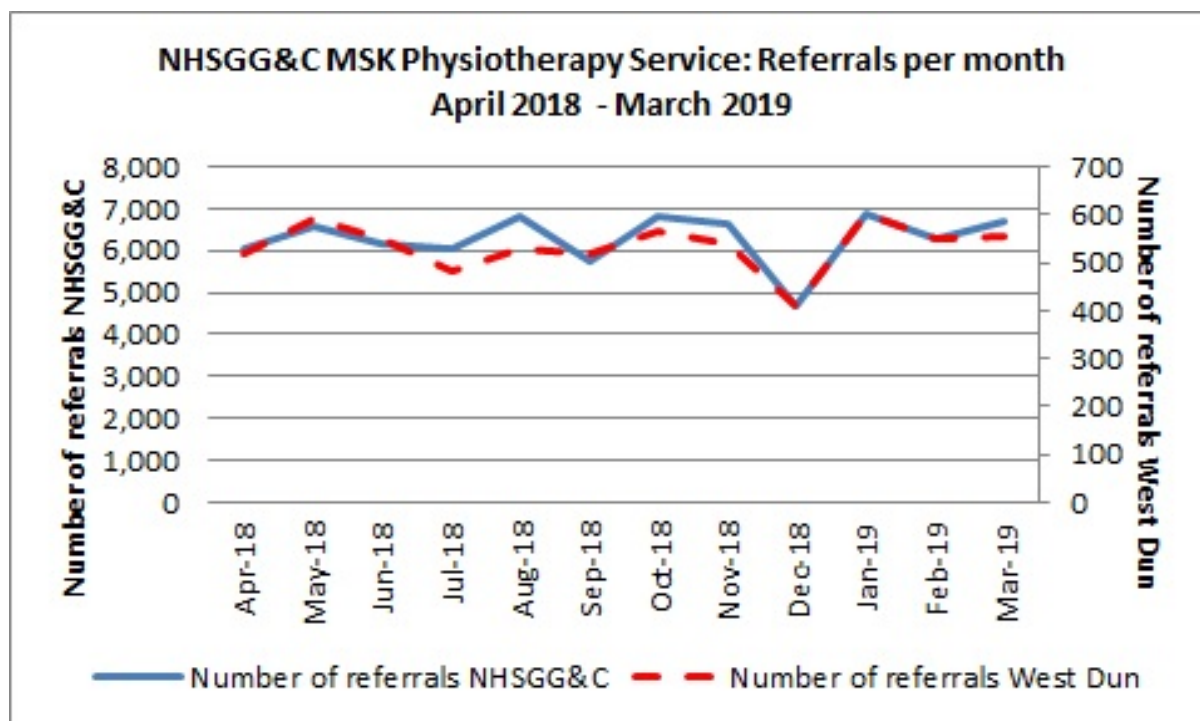
**Provide a creative & innovative service that will be responsive to current and future challenges**

# West Dunbartonshire HSCP



Patients can access MSK Physiotherapy via self referral or GP referral. The Orthopaedic service continues to be the other main source of referrals into the service. All referrals are logged onto our electronic system and vetted by a clinical member of staff to identify any clinical priorities. A small proportion of patients are phoned directly as they require an immediate appointment whilst the majority are sent a letter inviting them to call and book an appointment at a time and place suitable to the patient. They are usually offered the first available appointment within their local quadrant but many patients choose to wait for an appointment closer to home or work. All appointments are managed by our Referral Management Centre (RMC).

# West Dunbartonshire HSCP

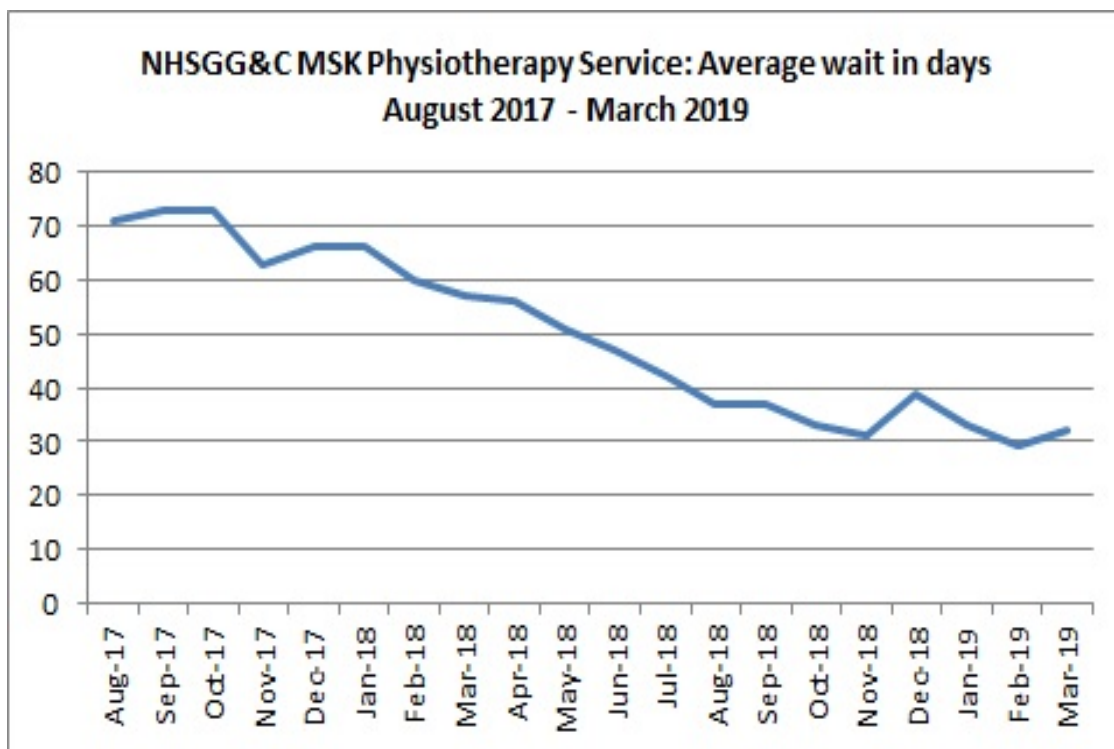


Across NHSGGC the number of referrals received from all sources has increased from 70,097 referrals in 2017/18 to 75,510 in 2018/19. Almost 1,000 of these referrals were part of the joint MSK/Orthopaedic project (for which additional staff were funded and recruited). This equates to a 6.3% rise excluding these additional referrals.

Referrals in West Dunbartonshire HSCP rose from 6,222 to 6,418.



# West Dunbartonshire HSCP



Considerable work has been done this year to reduce waiting times for MSK Physiotherapy. Various improvement workstreams and some extra capacity from the MSK/Orthopaedic project have allowed us to reduce the number of patients waiting over 4 weeks from 9,770 patients in April 2018 to 5,575 in March 2019. The waiting time for a routine appointment has reduced from a maximum of 20 weeks to 13 weeks (excluding periods of unavailability).

The chart above shows the average wait in days for an appointment within the service. As work has focused on seeing the patients who have waited the longest, the total number of patients seen has increased but this has reduced the proportion of patients seen within 4 weeks. An average of 39% of patients were seen within 4 weeks.



# West Dunbartonshire HSCP

In 2018/19 there were 60,171 new patient appointments available across the whole MSK Physiotherapy Service. Within West Dunbartonshire HSCP 4,205 new appointments (7%) were available and patients from the area have accessed the service outwith the HSCP. During this period, approximately 21% of all appointments for West Dunbartonshire residents were outwith the HSCP area. These are predominantly at Gartnavel General Hospital or West Glasgow ACH although West Dunbartonshire residents access the service across the whole of NHSGGC possibly due to work or family commitments. Less than 6% of West Dunbartonshire appointments are used by residents from outwith West Dunbartonshire. Each month West Dunbartonshire had between 275 and 425 new appointments available, the variation due to the number of working days in the month and staff on duty at any one time.

Within West Dunbartonshire HSCP a total of 323 new appointments were not attended (7.7%) and could have been offered to patients on the waiting list if we had been informed or patients cancelled with enough notice to refill the appointment. Out of 10,348 return appointments, 894 were not attended (8.6%).



# MSK Physiotherapy Service

Regular audits include our record cards and a yearly Consultation and Relational Empathy (CARE) Measure ensure quality of care. This validated patient reported experience measure seeks feedback from our patients on their experience of the therapeutic intervention. The results demonstrate the empathy and interpersonal effectiveness of our excellent clinicians.

Results from the audits are below.

Record Card Audit	2016	2017	2018
Quantative results	94%	97%	98%
Qualitative results	91.5%	94.3%	96.7%

CARE Measure	2017	2018
results	48.4 out of 50	48.4 out of 50

Outcome measure	Pre treatment (average)	Post treatment (average)
Pain (10 = worst pain possible)	6	3
Function (10 = no functional restriction)	5	8

During 2018/19 the did not attend (DNA) rate for new patients for the whole service was averaging 6.3% down from 7.5% in 2017/18. Staff are actively reminding patients to cancel appointments if they no longer require them or cannot attend and text reminders continue to be sent to all patients before their appointments.

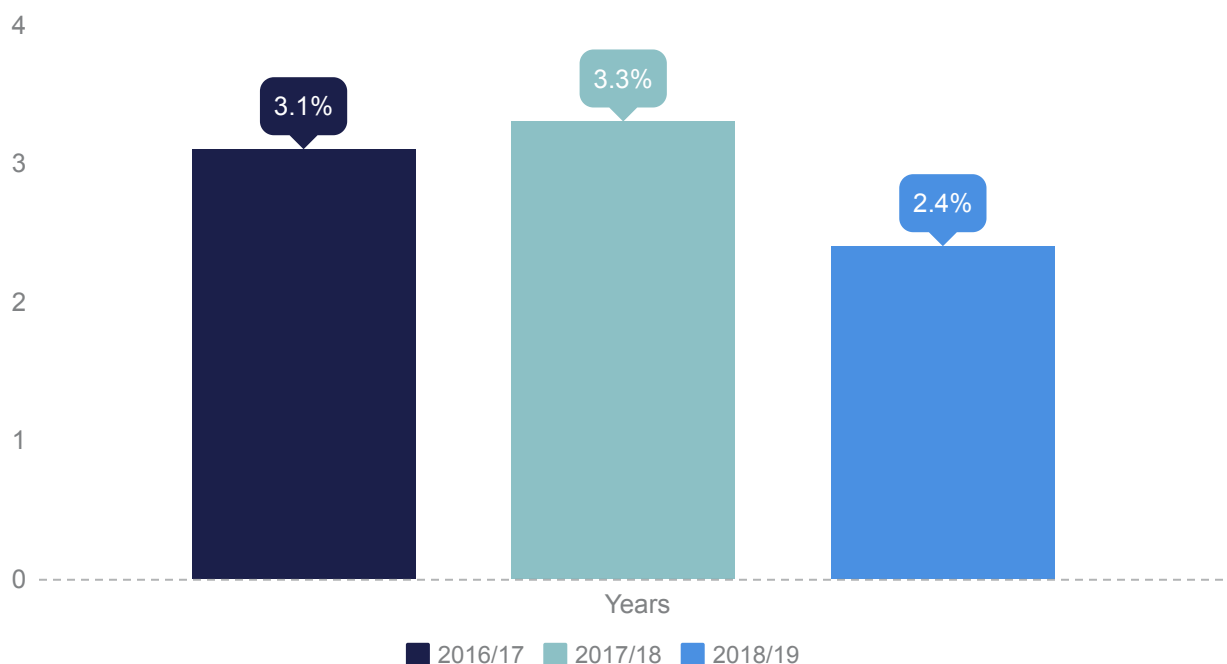
Rates of DNA for follow up appointments are always slightly higher but we have still managed to reduce this rate from 10% in 2017/18 to 8.7% in 2018/19 by regularly reminding staff to prompt patients.

# MSK Physiotherapy Service



**The MSK Physiotherapy service received a budget allowance for 2018/19 of £6.103m which reflected savings of £0.058m. The actual expenditure for 2018/19 was £5.865m. The underspend was due to an unprecedented turnover in staff linked to the new APP posts.**

## Sickness Absence



# The Year Ahead

Waiting times and rising demand continue to be the main challenges for the MSK Physiotherapy Service and will remain a focus for the senior management team. Evaluating new treatment modalities and diagnostic tests which aid the patient's recovery continue to progress within the service including the use of diagnostic ultrasound and shockwave therapy.

Work to develop the Advanced Practice Physiotherapy posts within Primary Care continues along with investigating possible additional models of care. Further recruitment of another 10wte posts is planned in 2019/20.

Work has just started to develop electronic patient records (EPR) on clinical portal and we plan to pilot this in 2 sites within the coming year. Further work is required to scope out hardware and Wi-Fi issues within the service to allow rollout across the whole service. We continue to record our outcome measures electronically and use a validated risk stratification tool for back pain patients so these will be incorporated into the EPR.

Initial discussions are underway to be the first NHS Board in Scotland to pilot the new national web based access tool "MSK Advisor". We will work with the National Programme Lead to test this tool which will allow patients to enter their symptoms online and following specific questions, gain access to relevant exercises, advice and support to self manage their problem or provide an onward referral to MSK Physiotherapy if appropriate.

Developments both within MSK Physiotherapy and other services e.g. Emergency Departments has led to competing demands for MSK physiotherapy staff and further work must be done in the coming year to address future workforce issues. We already link closely with the HEIs and the national Transforming Roles group around these issues but we still need to address local workforce issues especially around recruitment.



**Diagnostic  
ultrasound in  
action**