



Freedom of Information request & West Norfolk CCG response

WN291 – Physiotherapy, Musculoskeletal (MSK)

1) How many patients are referred to physiotherapy for musculoskeletal (MSK) conditions each year in your area?

Please see attached document

2) What is the average waiting time to access MSK physiotherapy in your area?

Please see attached document

3) Please confirm/deny that patients can access MSK physiotherapy through each of the following pathways:

- By referring themselves directly to the physiotherapy service

Once a patient has completed an episode of care they are discharged. If they have an exacerbation of a condition we have treated them for they still need to have a referral to be seen again by the service. The only patients who can self-refer back into the MSK service are those who have attended the OA KneeFit Groups and are on our OA knee pathway.

- By seeing a GP and being given the details to book a physiotherapy appointment themselves

This would be under the Choose & Book system, which has not been implemented as yet in Norfolk for MSK Physiotherapy.

- By seeing a GP who arranges the referral to the physiotherapy service.

Yes, this is the 'normal' route for most referrals.

- Other

Yes - see below

4) If you answered 'other' to the question above, please provide details of how patients access MSK physiotherapy in your area.

Where an NHS patient has been able to choose to have their Orthopaedic surgery at a private hospital and where they require post-operative out-patient treatment the service will accept a referral from that hospital. Occasionally a practice nurse may make a referral. Referrals from the Acute Trust also include patients from their Pain Management service who do not provide physiotherapy treatment. Those patients requiring Physio treatment (often the request is for acupuncture for pain relief) are referred to the Community MSK Physio service.

5) Please confirm/deny that patients can access physiotherapy for their existing long-term condition through each of the following pathways:

The service receives referrals for a significant number of patients who have been suffering with a chronic problem for many years, however MSK Physiotherapy is not commissioned to deliver LTC as a specific pathway. MSK has the same access routes for LTC patients as it does for any other patient. If further treatment is needed due to an exacerbation the patient is referred back again through the usual channels.

- **By referring themselves directly to the physiotherapy service** – *please see above response*
- **By seeing a GP and being given the details to book a physiotherapy appointment themselves** – *please see above response*
- **By seeing a GP who arranges the referral to the physiotherapy service** – *please see above response*
- **Other** – *please see above response*

6) If you answered 'other' to the question above, please provide details of how patients access physiotherapy for their existing long-term condition in your area – please see above response

For any future correspondence regarding this request, please quote the reference number **WN-291**.

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