

FOI_0642_21/22 – FOI request concerning – Musculoskeletal Services

1. Please [can you] briefly outline the relevant services within outpatient and/or community physiotherapy that you are commissioned to provide for musculoskeletal conditions, and any services that are specific to back pain?

- Solent MSK Service commissioned to deliver Musculoskeletal Physiotherapy for patients via Self-referral, GP Referral and Secondary care referral within this would be a service provision for back pain.
- Solent MSK Services also provide Specialist Physiotherapy if required that can access diagnostics/deliver injections and onward refer to secondary care.
- Solent MSK Services also provide Persistent Pain services across the locality supporting the longer term presentation of patients which would include back pain.
- Solent MSK Service also provides a significant amount of First Contact Practitioner within its locality for 9 PCNS which would be providing early advice for musculoskeletal presentations and specifically low back pain.
- Solent MSK Services utilise Start Back Tool to assist with stratification of care delivery for back pain
- Solent MSK Services also delivers the Combined Psychological and Physiotherapy Programme CPPP to manage patients with a long term history of low back pain
- Solent MSK service has a hydrotherapy service which would also provide intervention for low back pain if clinically deemed appropriate mainly post operatively
- Solent MSK Service is actively working with escape Pain and looking to co-deliver a programme for low back pain in 2022/23 with local third sector providers.

2. What is the current average waiting time for a musculoskeletal physiotherapy appointment for a new referral or self-referral for non-specific lower back pain? (if you are not able to answer this specifically for low back pain please provide the figure for musculoskeletal physiotherapy more generally in your service)

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| Back (Generic – not specifically lower back) | 57.6 days |
| Other MSK | 52.4 days |

3. How has the waiting time for musculoskeletal physiotherapy appointments for lower back pain changed over the historical time period for which you have data? If possible, an annual figure for each of the last 5-10 years would be most helpful. (Again, please answer for general musculoskeletal physiotherapy services if you do not hold specific data for back pain).

| Wait in Days | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 (01/01 – 22/02) |
|----------------|------|------|------|------|------|----------------------|
| Back (generic) | 22.9 | 24.7 | 28.2 | 27.4 | 46.6 | 58.2 |
| Other MSK | 23.6 | 26.0 | 30.0 | 27.3 | 47.8 | 54.0 |

4. How many patients are currently on your waiting list(s) for physiotherapy services for lower back pain?

Back – (generic not specifically lower back pain) 1618

5. How many patients are currently on your waiting list(s) for physiotherapy services across all musculoskeletal conditions?

4550 (including back figures in Q4.)

6. Does your musculoskeletal physiotherapy service(s) accept self-referrals from patients for back pain (as opposed to requiring a GP or primary care referral)?

Yes

7. What is the contract type by which you are commissioned to provide musculoskeletal physiotherapy services:

a. If paid by activity and/or outcomes/results please provide the unit costs used to charge the CCG (e.g. cost per physio appointment)

Block Contract

b. If part of a block contract please provide the details of any KPIs (and the associated incentives) within that block contract used to measure/monitor the quality of MSK physiotherapy services

Please see below:

Southampton

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| A6-0609-10X | Primary Care Services - Adult Physiotherapy | Monthly | Waiting time report Percentage of patients offered a first outpatient appointment within 6 weeks of the patient contacting the service. Percentage of patients seen for first outpatient appointment within 6 weeks of patient contacting the service 95% threshold | via dashboard Excel spread sheet or pdf format for working day 15 | KPI Southampton City CCG |
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Portsmouth

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| A6-0479-10R | MSK - Primary Care Services | 15th day of following month. | <p>The service should record referrals returned and reason for return. Of the patients referred to secondary care by the specialist physiotherapy, proportion of referrals which are returned as inappropriate because the physiotherapist has not followed the pathway.</p> <p>Threshold - 5% or more - commissioners would expect a rectification plan</p> <p>10% or more – joint service investigation required</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Portsmouth CCG |
| A6-0481-10R | MSK - Primary Care Services | Quarterly | <p>'Dropout rate' should be reported monthly, by indicating patients who have discontinued treatment as a % of those referred.</p> <p>Proportion of patients referred who discontinue treatment without agreement of the service e.g. DNA and do not rebook, cancel last appointment without rebooking. (Patients who cancel their last appointment and inform the service that treatment is no longer required)</p> <p>Threshold - Over 10% - commissioners would expect the service to investigate reasons e.g. patient recovered, patient non-compliance, patient not perceiving treatment is effective</p> <p>Under 15% - joint service investigation required</p> | Via dashboard Excel spreadsheet or pdf format | KPI Portsmouth CCG |

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| A6-0482-10R | MSK - Primary Care Services | Quarterly | <p>Patients are satisfied with the community service</p> <p>The commissioners and providers will jointly develop surveys. A response rate of >50% is expected.</p> <p>Threshold - The threshold is >80% of patients completing a survey are satisfied.</p> <p>All patients will be given the opportunity to complete the survey. The survey will be anonymous.</p> | Via dashboard Excel spreadsheet or pdf format | KPI Portsmouth CCG |
| A6-0091-10R | MSK - Primary Care Services | 15th day of following month | <p>Patients must be offered an assessment appointment within 4 weeks of the date they are phoning for an appointment</p> <p>Threshold - 90%Ad-E-K27</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Portsmouth CCG |
| A6-0092-10R | MSK - Primary Care Services | 15th day of following month | <p>Number and % of the patients referred by primary care physiotherapist to specialist physiotherapist, proportion who can be offered an appointment within 10 working days.</p> <p>The threshold is 90% Under 90% - commissioners would expect a rectification plan Under 80% - joint service investigation required Ad-E-K28</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Portsmouth CCG |

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| A6-0672-10V | MSK - Primary Care Services | Quarterly | <p>Improved patient symptom score / improved psychological wellbeing</p> <p>All patients will be offered a self-assessment questionnaire regarding the impact of their symptoms on their daily living/psychological wellbeing related to their symptoms at the commencement of their treatment. This will be repeated at the end of the patient journey.</p> <p>Threshold - Commissioners expect a 15% improvement in 2 or more domains (as measured by clinical outcomes set by the service: PHQ9, GAD, AAQ-R, CPAQ etc.) for 80% of patients% This KPI will be subject to an evidence review at the end of the year to review the targets.</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI South Eastern Hampshire CCG |
| A6-0672-10K | MSK - Primary Care Services | Quarterly | <p>Improved patient symptom score / improved psychological wellbeing</p> <p>All patients will be offered a self-assessment questionnaire regarding the impact of their symptoms on their daily living/psychological wellbeing related to their symptoms at the commencement of their treatment. This will be repeated at the end of the patient journey</p> <p>Threshold - Commissioners expect a 15% improvement in 2 or more domains (as measured by clinical outcomes set by the service: PHQ9, GAD, AAQ-</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Fareham & Gosport CCG |

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| | | | R, CPAQ etc.) for 80% of patients% This KPI will be subject to an evidence review at the end of the year to review the targets. | | |
| A6-0673-10V | MSK - Primary Care Services | Monthly | <p>Re attendance for the same MSK condition within 6 month</p> <p>Re attendance into the MSK service for the same patient for the same condition into the service within 6 months of discharge.</p> <p>Threshold - <10% of patients should need to use the SOS service.</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI South Eastern Hampshire CCG |
| A6-0673-10K | MSK - Primary Care Services | Monthly | <p>Re attendance for the same MSK condition within 6 month</p> <p>Re attendance into the MSK service for the same patient for the same condition into the service within 6 months of discharge.</p> <p>Threshold - <10% of patients should need to use the SOS service.</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Fareham & Gosport CCG |

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| A6-0674-10V | MSK - Primary Care Services | Monthly | <p>Percentage of onward referrals to Secondary Care</p> <p>Same patient into the relevant specialty</p> <p>Threshold - No more than 20% of accepted referrals are referred onward to acute specialties (excluding onward diagnostic referrals)</p> <p>Service under review</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI South Eastern Hampshire CCG |
| A6-0674-10K | MSK - Primary Care Services | Monthly | <p>Percentage of onward referrals to Secondary Care</p> <p>Same patient into the relevant specialty</p> <p>Threshold - No more than 20% of accepted referrals are referred onward to acute specialties (excluding onward diagnostic referrals)</p> <p>Service under review</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Fareham & Gosport CCG |
| A6-0675-10V | MSK - Primary Care Services | Quarterly | <p>Secondary care interventions</p> <p>Percentage of conversion from secondary care referral from service to secondary care intervention for a related intervention</p> <p>Threshold - >85% conversion rate to surgery is expected for all patients who receive an onward referral (excluding onward diagnostic referrals)</p> | Via dashboard Excel spreadsheet or pdf format | KPI South Eastern Hampshire CCG |

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| A6-0675-10K | MSK - Primary Care Services | Quarterly | <p>Secondary care interventions</p> <p>Percentage of conversion from secondary care referral from service to secondary care intervention for a related intervention</p> <p>Threshold - >85% conversion rate to surgery is expected for all patients who receive an onward referral (excluding onward diagnostic referrals)</p> | Via dashboard Excel spreadsheet or pdf format | KPI Fareham & Gosport CCG |
| A6-0676-10V | MSK - Primary Care Services | Monthly | <p>Access</p> <p>Appointments for assessments shall be available within 10 working days of the date that they are phoning for an appointment</p> <p>Threshold - 90%</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI South Eastern Hampshire CCG |
| A6-0676-10K | MSK - Primary Care Services | Monthly | <p>Access</p> <p>Appointments for assessments shall be available within 10 working days of the date that they are phoning for an appointment</p> <p>Threshold - 90%</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Fareham & Gosport CCG |
| A6-0677-10K | MSK - Primary Care Services | Monthly | <p>Access</p> <p>Treatment should be initiated within 4 weeks of assessment unless clinically inappropriate</p> <p>Threshold – 95%</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI Fareham & Gosport CCG |
| A6-0677-10V | MSK - Primary Care Services | Monthly | <p>Access</p> <p>Treatment should be initiated within 4 weeks of assessment unless clinically inappropriate</p> <p>Threshold – 95%</p> | Via dashboard Excel spreadsheet or pdf format for Working Day 15 | KPI South Eastern Hampshire CCG |

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| A6-0678-10V | MSK - Primary Care Services | Quarterly | <p>Patient Survey</p> <p>All patients will be offered the opportunity to complete an experience survey once they have completed their time with the service.</p> <p>Threshold - Commissioners expect 80% of surveys to be completed with a satisfaction score of >85%</p> | Via dashboard Excel spreadsheet or pdf format | KPI South Eastern Hampshire CCG |
| A6-0678-10K | MSK - Primary Care Services | Quarterly | <p>Patient Survey</p> <p>All patients will be offered the opportunity to complete an experience survey once they have completed their time with the service.</p> <p>Threshold - Commissioners expect 80% of surveys to be completed with a satisfaction score of >85%</p> | Via dashboard Excel spreadsheet or pdf format | KPI Fareham & Gosport CCG |
| A6-0679-10V | MSK - Primary Care Services | Quarterly | <p>Patient Survey</p> <p>All patients will be offered the opportunity to complete an experience survey once they have completed their time with the service.</p> <p>Threshold - A return rate of <50% will trigger a service review by the commissioner</p> | Via dashboard Excel spreadsheet or pdf format | KPI South Eastern Hampshire CCG |

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| A6-0679-10K | MSK - Primary Care Services | Quarterly | <p>Patient Survey</p> <p>All patients will be offered the opportunity to complete an experience survey once they have completed their time with the service.</p> <p>Threshold - A return rate of <50% will trigger a service review by the commissioner</p> | Via dashboard Excel spreadsheet or pdf format | KPI Fareham & Gosport CCG |
| A6-0680-10V | MSK - Primary Care Services | Quarterly | <p>Educational activities/sessions for referrers and clinical teams in both primary and secondary care.</p> <p>The service will provide an education programme at the point of referral with the aim of improving patient selection and quality of referrals</p> <p>Threshold - 95% of practice attendance (or adequate demonstration of suitable action plan to address practices that do not wish to participate).</p> | Via dashboard Excel spreadsheet or pdf format | KPI South Eastern Hampshire CCG |
| A6-0680-10K | MSK - Primary Care Services | Quarterly | <p>Educational activities/sessions for referrers and clinical teams in both primary and secondary care.</p> <p>The service will provide an education programme at the point of referral with the aim of improving patient selection and quality of referrals</p> <p>Threshold - 95% of practice attendance (or adequate demonstration of suitable action plan to address practices that do not wish to</p> | Via dashboard Excel spreadsheet or pdf format | KPI Fareham & Gosport CCG |

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| | | | participate). | | |
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8. How does the average healthcare spend per patient for non-specific low back pain break down across different services and costs?

N/A