

Partnership Working to Improve the Experience

Diversifying the Skill Mix in Primary Care: ESP

Physiotherapy Initiative

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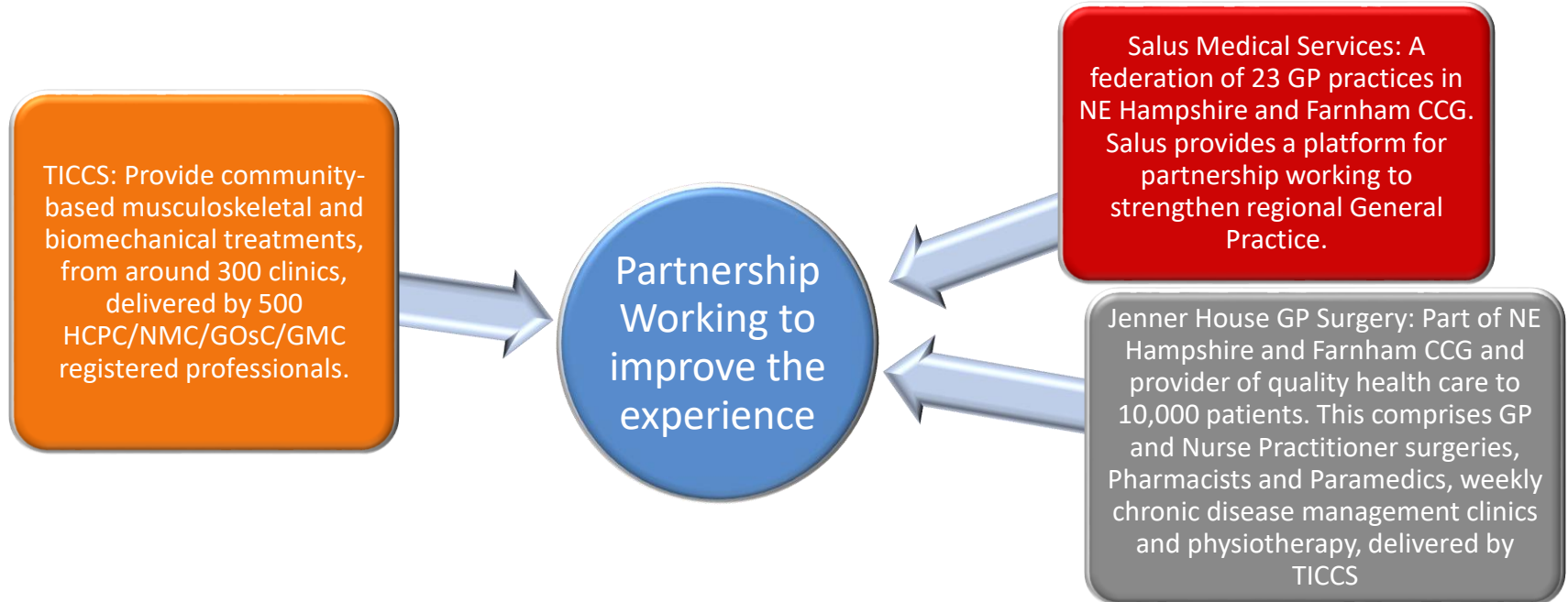
**PENNA2016 7th National Awards &
Patient Experience Conference**

21st March 2017

Meet Us There... The Rep, Birmingham

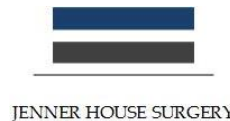


Who we are



The Problem

- ❖ GP consultations have increased by 15%; three times the rate of increase in trained GPs.
- ❖ Consultations' complexity are also rising, requiring longer appointments (King's Fund).
- ❖ Jenner House (JH) Surgery patients could wait up to 4 weeks before seeing a MSK practitioner.



Our Partnership Solution

- ❖ Given that 30% of appointments are MSK related (MSK Services Framework), a physiotherapy-based solution could alleviate pressure on JH and improve patient satisfaction
- ❖ The Practice Manager, Marie Edwards, approached TICCS to explore joint working between Physiotherapists and GPs, confident it would improve the experience.

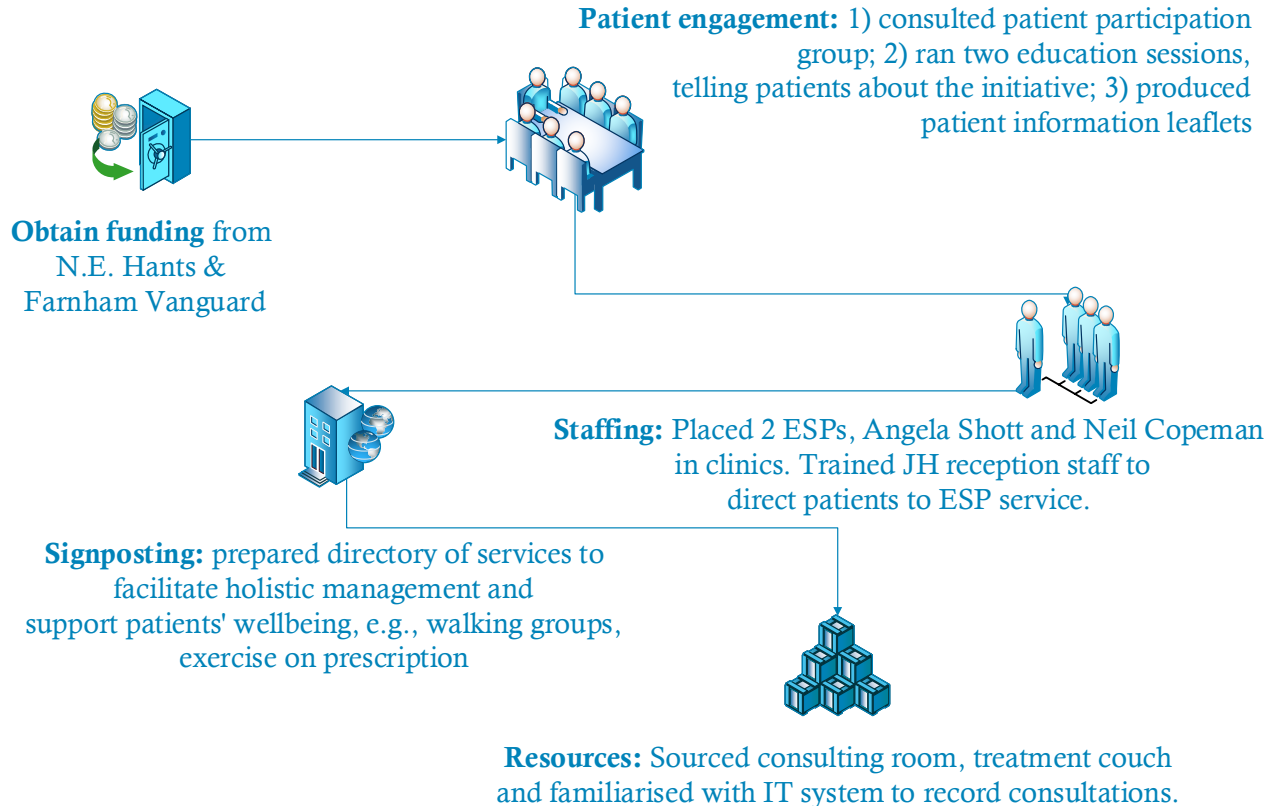


Our Partnership Solution

- ❖ TICCS provided a Musculoskeletal (MSK) assessment clinic in JH Surgery for patients to be assessed by an expert MSK clinician (Extended Scope practitioner (ESP)), rather than GP.
- ❖ Patients can book appointments with a Physiotherapist, rather than GP; giving patients control over the clinician they see.
- ❖ This helped solve JH's GP shortage by diversifying their clinical workforce while improving their skill mix.



How We Did It: Planning

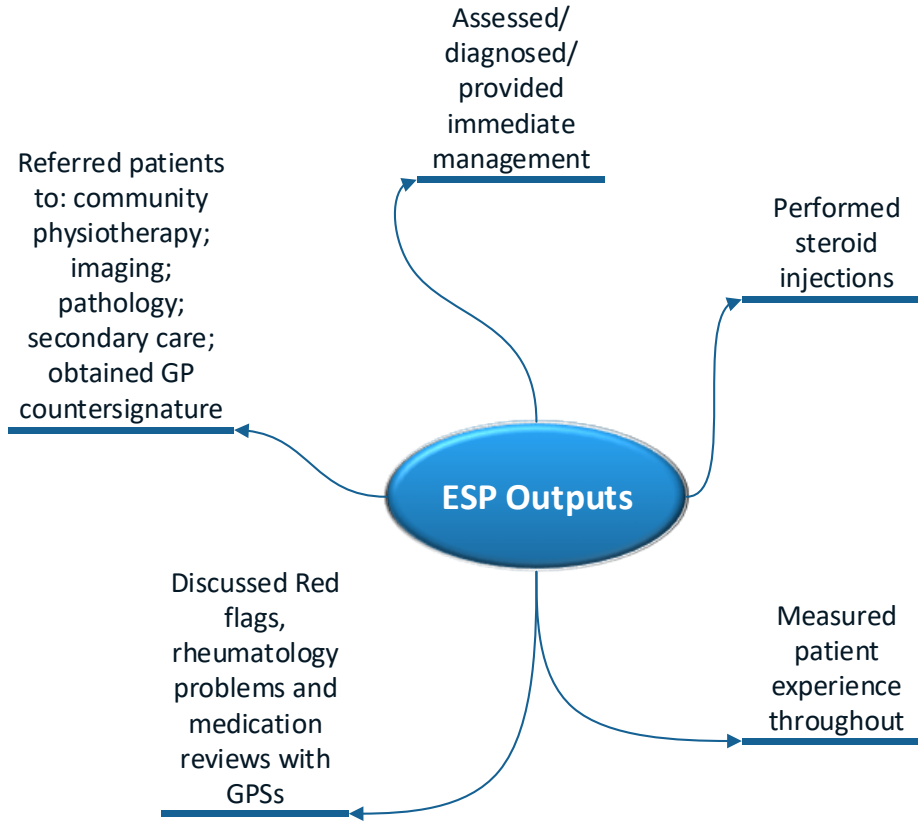


How We Did It: Delivery

- ❖ 2 clinics per week. Each clinic provided x16, 15-minute appointments
- ❖ Reception staff followed 2 simple triage questions to understand patients' suitability



How We Did It: Delivery



Outcomes

1. Enhanced JH's capacity: saving 240 GP appointments over 12 weeks.
2. Improved patient experience: 99% likely/extremely likely to recommend the service. Patients access physiotherapy appointment within 3 working days.
3. Saved money: £10,800 saved by reduced GP appointments; £7119 saved by fewer orthopaedic/physiotherapy referrals.



Outcomes

“It’s almost impossible to achieve one of these aims, let alone three!”

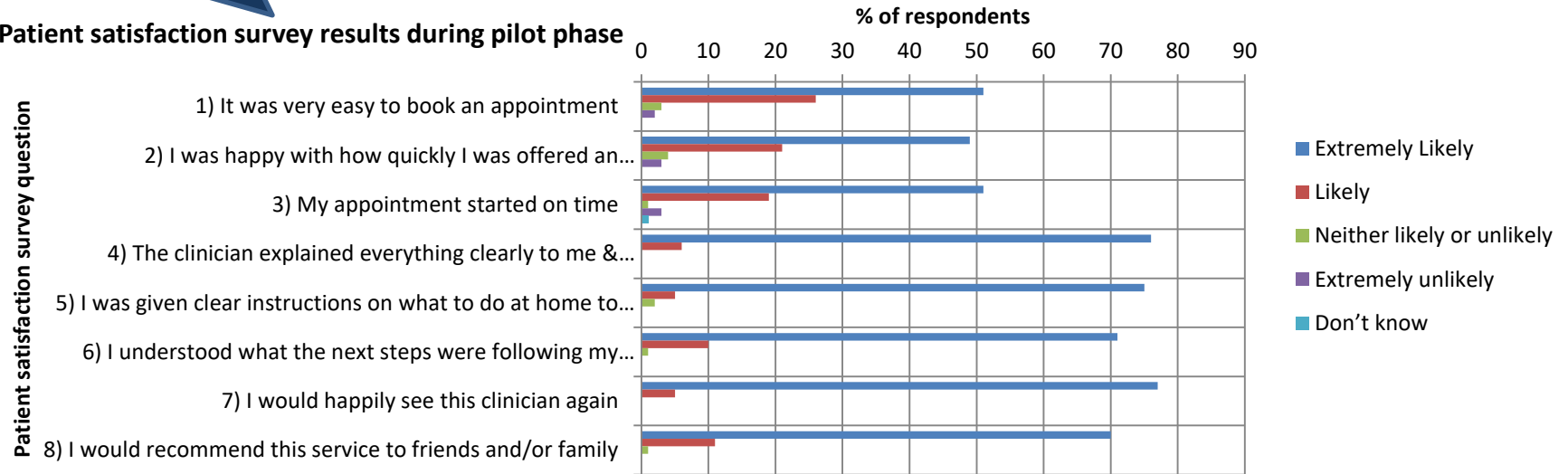
Jenner House Practice
Manager



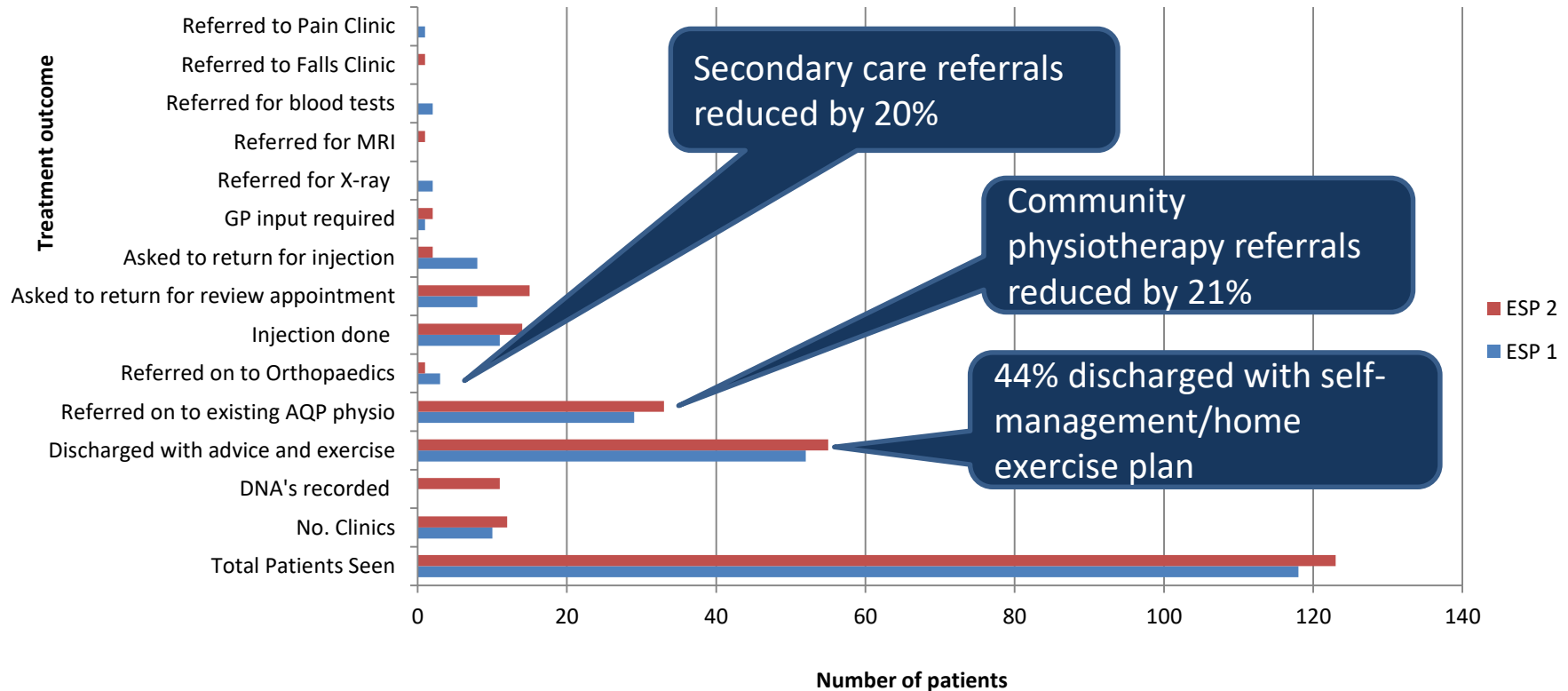
Outcomes: Satisfaction Survey Results

99% of patients seen were extremely likely or likely to recommend to friends and family

Patient satisfaction survey results during pilot phase



Outcomes: Treatment Outcomes



The Future

- ❑ **First Steps to Multidisciplinary Team Working in primary care**
Develop specialist clinics for Clinical Pharmacist, Rheumatology Nurse, Counsellors
- ❑ **Online Apps**
Provide education/tools for long term condition monitoring, allowing patient to understand when to access healthcare
- ❑ **Prevention Modules:**
Identify at risk patients and provide targeted education and wellbeing days.

