

# Partnership Working to Improve the Experience

*Diversifying the Skill Mix in Primary Care: ESP*

*Physiotherapy Initiative*

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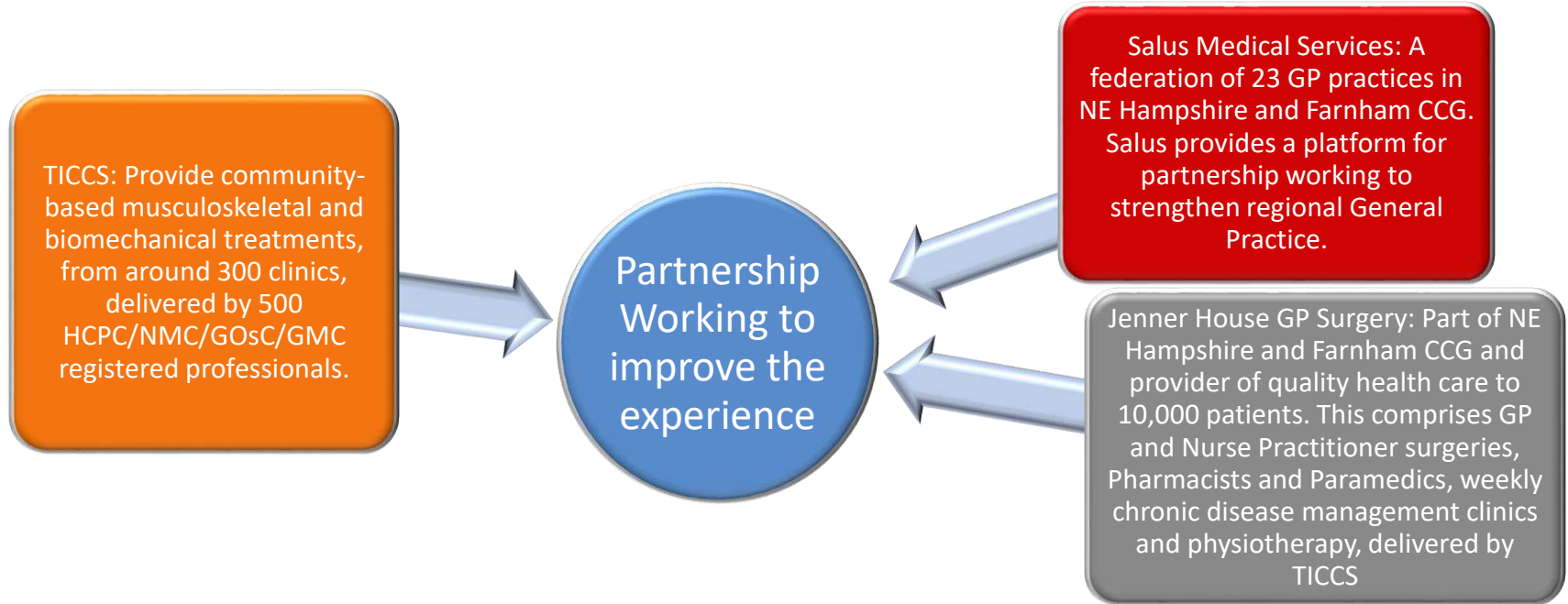
**PENNA2016 7<sup>th</sup> National Awards &  
Patient Experience Conference**

**21<sup>st</sup> 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.

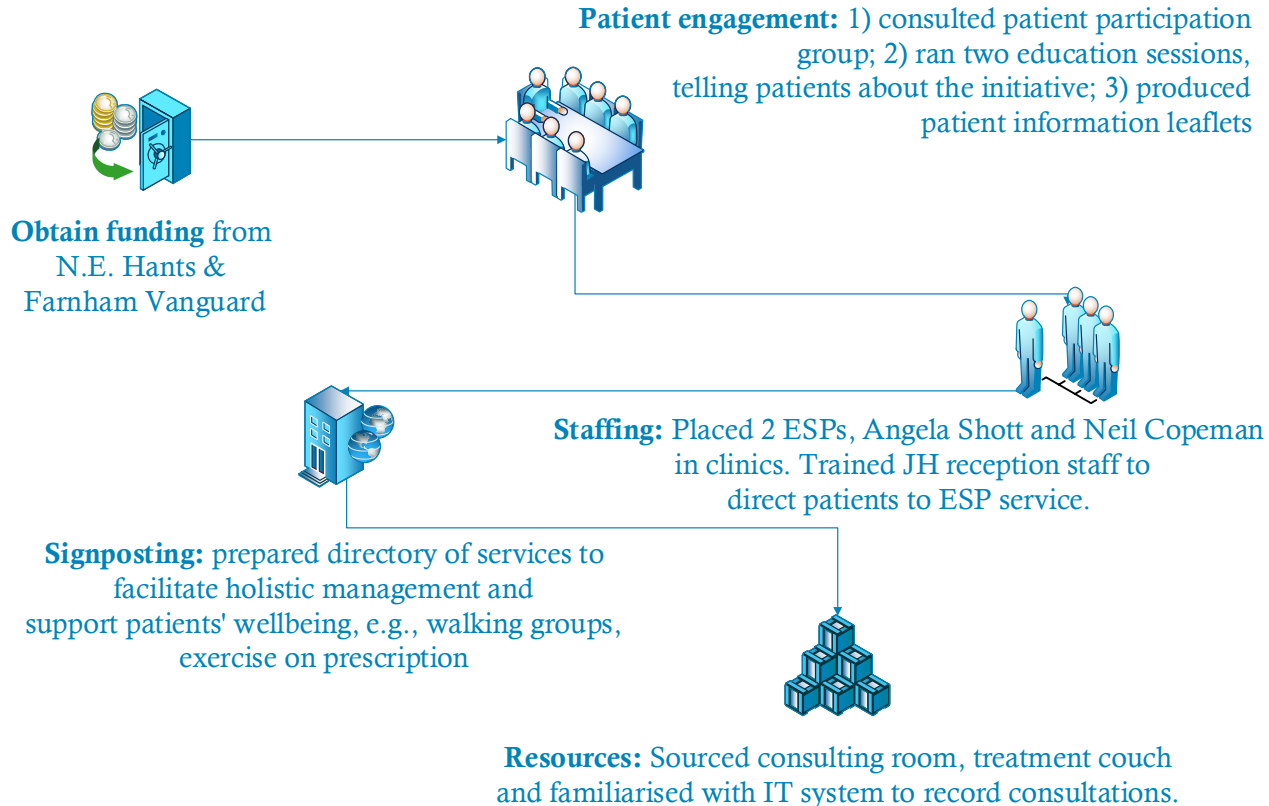


# Our Partnership Solution

- ❖ 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

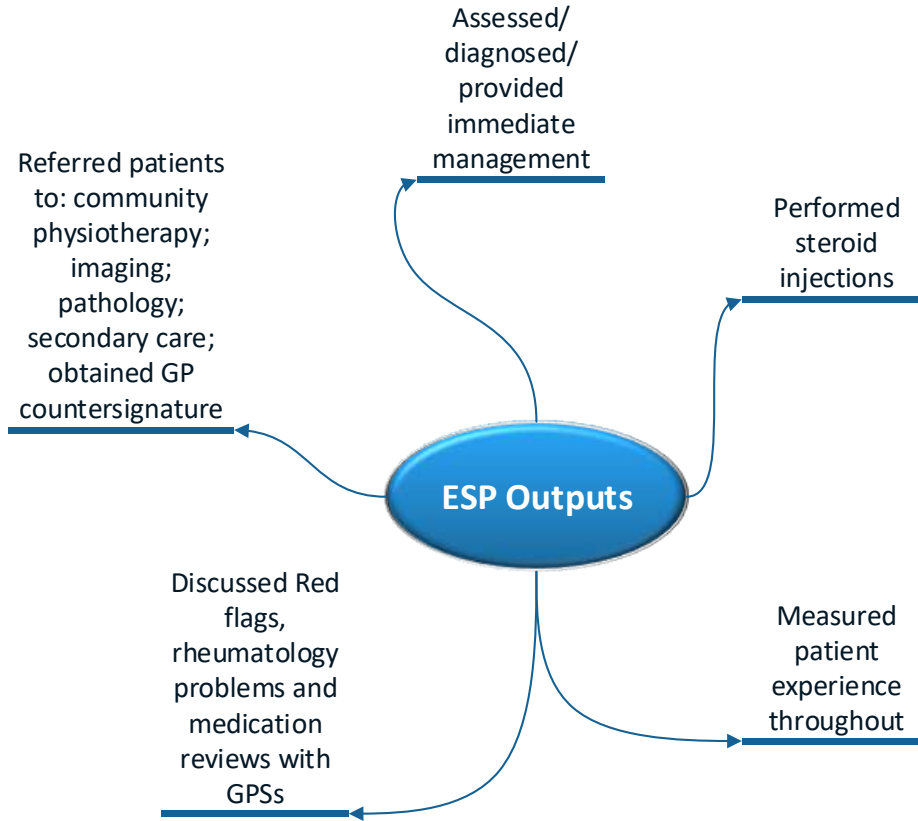


# How We Did It: Delivery

- ❖ 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!”*

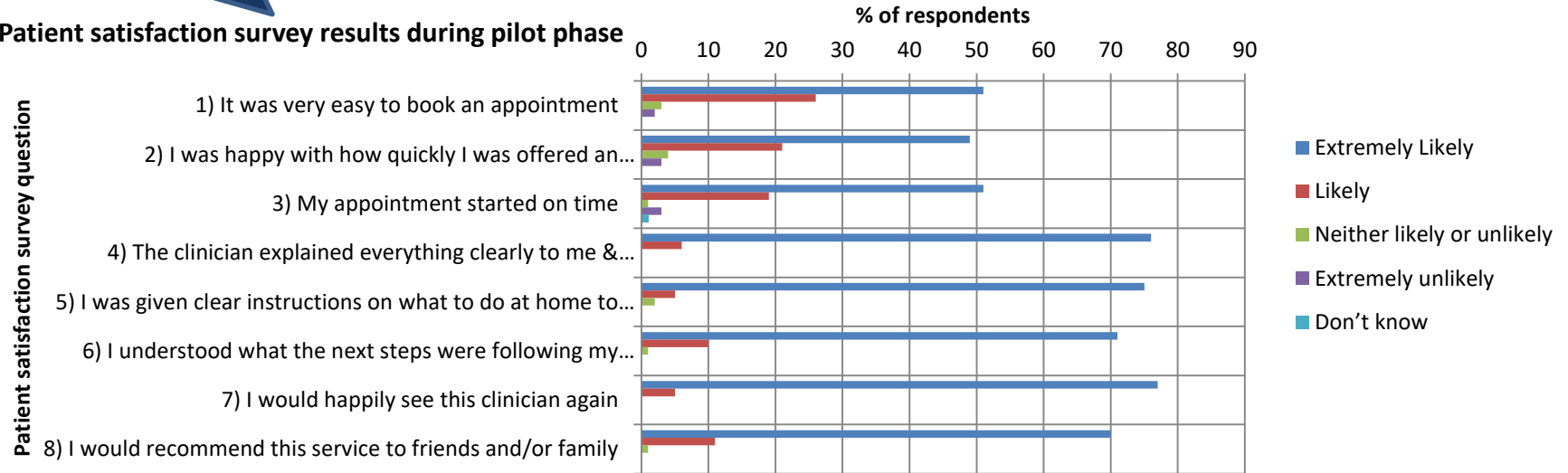
Jenner House Practice  
Manager



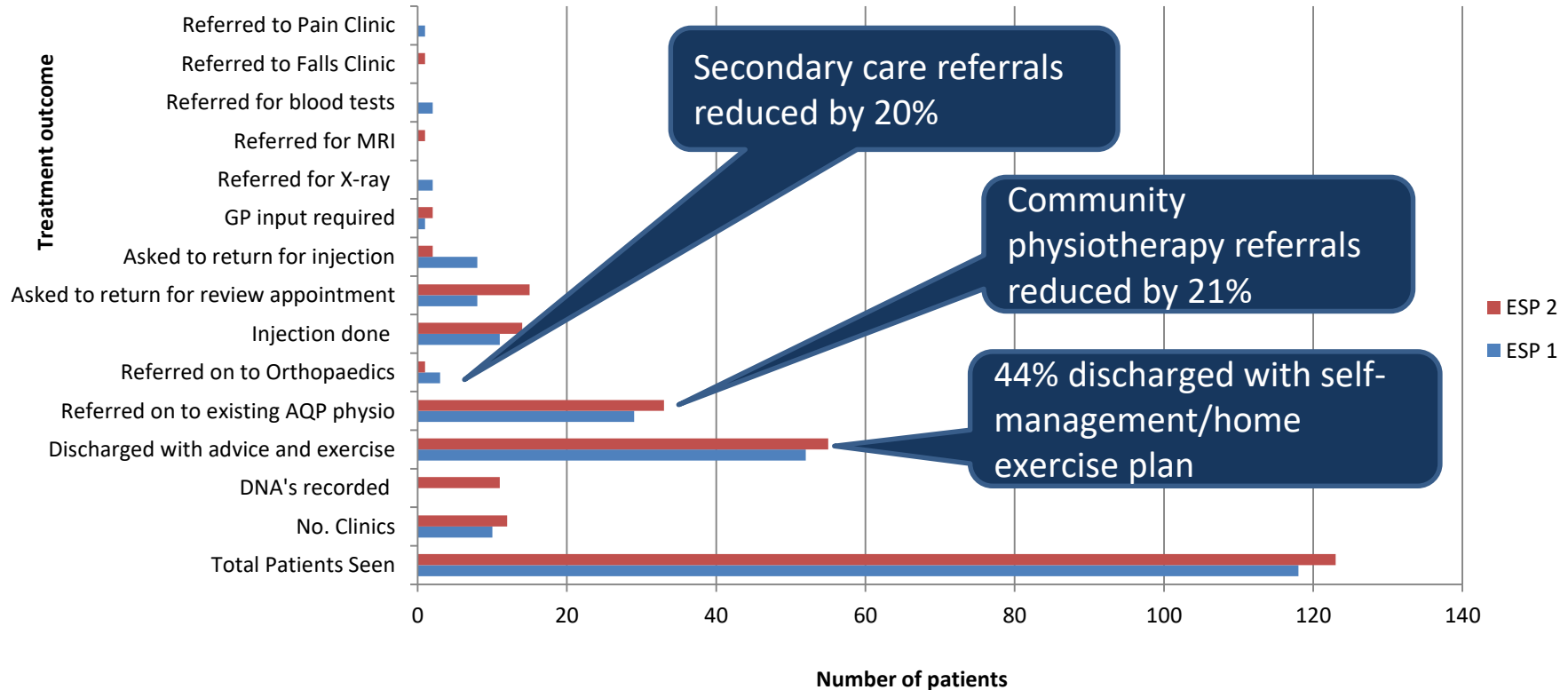
# Outcomes: Satisfaction Survey Results

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.

