



MSK physiotherapy patient experience

Our Journey from challenged to great



...we are caring and compassionate

...we deliver quality and value

...we work in partnership

Background

- MSK physiotherapy traditionally struggles to gain patient feedback and in the past we have battled with some well known issues.
- Overall FFT score 2012/2013
= 60%



Patients said... poor road access



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What we did...moved site



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Patients said.... Poor & expensive parking



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What we did...

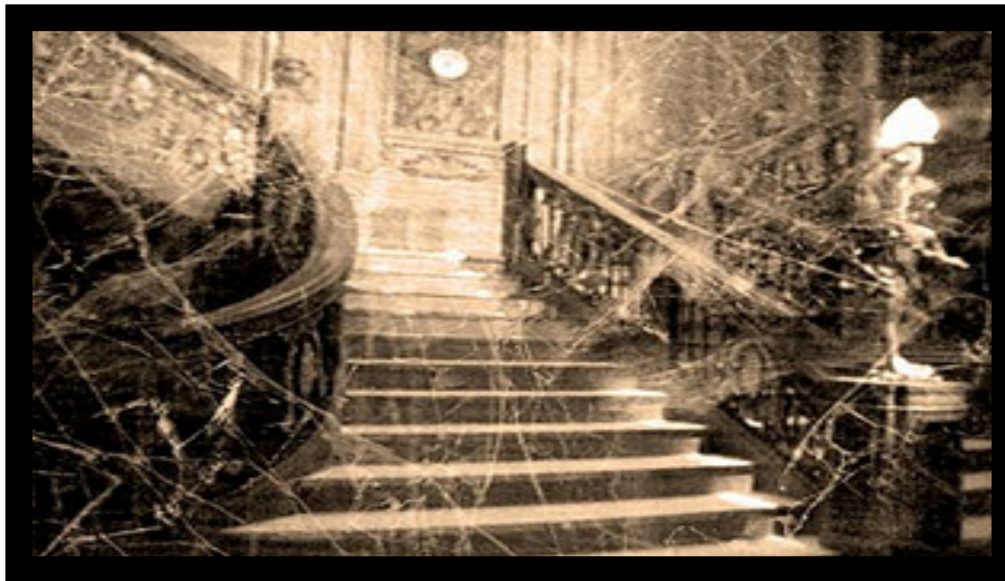


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Patients said Grubby department



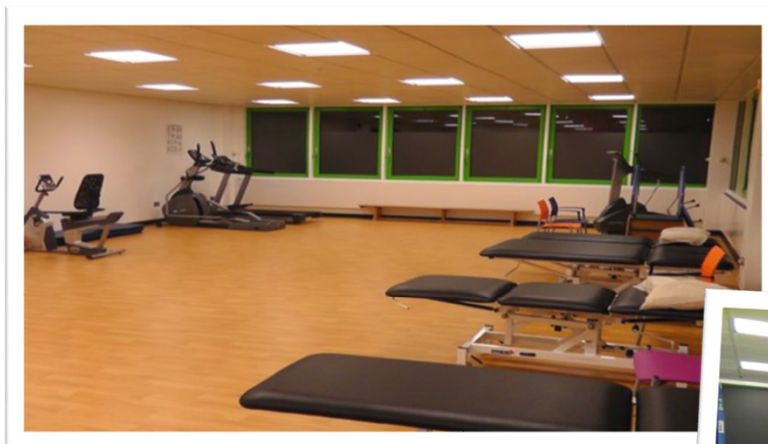
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What we did...



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Patients said... long waiting lists



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Patients said ...



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What we did...



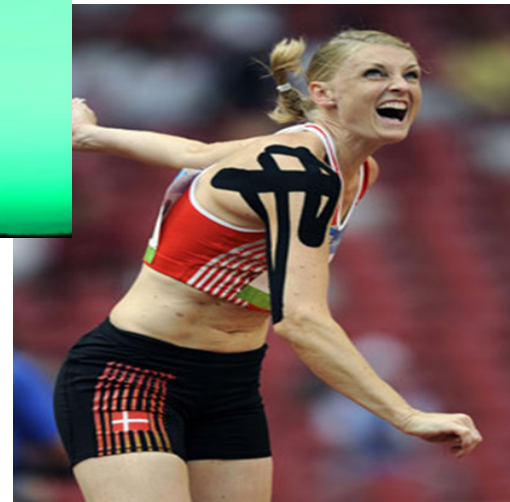
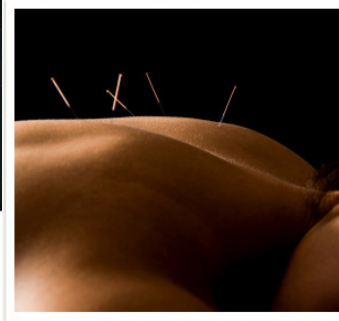
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What else we did ...

- Invested in increasing clinical skill within the team



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What else we did...

- Updated the service



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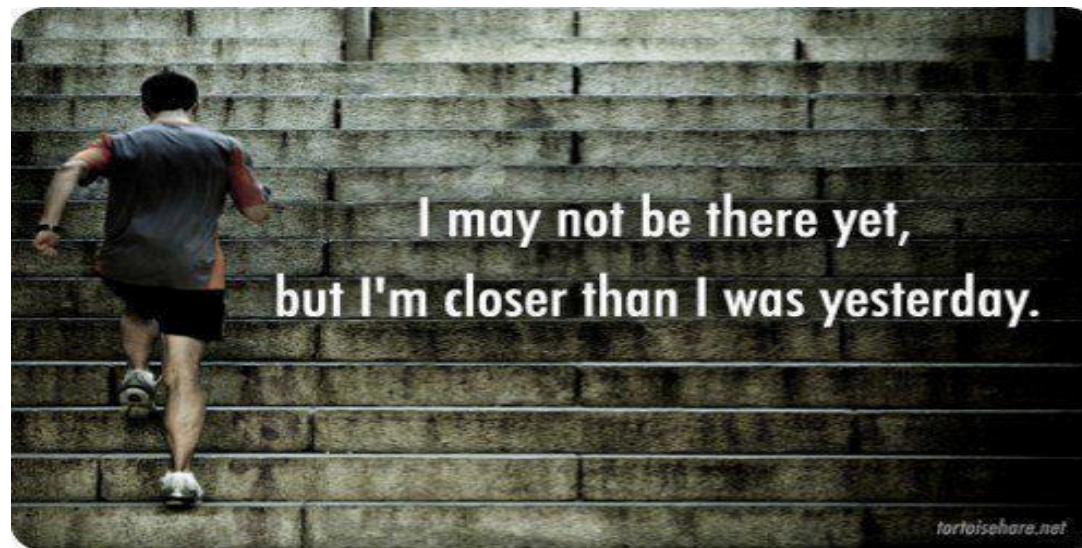
Outcome...

Friends & Family score

- 2013/2014 = 88%
- 2014/15 = 93.98%
- 2015/16 = 98.41%



Outcome...



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Future plans...

- Flexible workforce
- Matching capacity to demand admin & clinical
- Hydrotherapy
- Men's pelvic health



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Thank you



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