

Agenda item 8

Dudley Health Scrutiny Committee – 25th February 2014

The Dudley Group NHS Foundation Trust **Realignment of Community Physiotherapy Clinics**

1.0 Purpose of Report

This document is presented to inform the Committee of necessary changes to the provision of community musculo-skeletal physiotherapy by The Dudley Group NHS Foundation Trust (The Trust).

2.0 Background

- Community musculo-skeletal physiotherapy is commissioned by Dudley CCG for patients registered with a Dudley GP to a detailed service specification and is also available to Dudley residents registered to out of Borough GPs
- The Trust is one of a number of providers and operates a central booking system from Brierley Hill Health & Social Care Centre (BHH&SCC)
- When a patient is referred to the service they are offered the first available appointment at any clinic within the borough, however if they would prefer to access a clinic closer to home or work they will be offered the next available appointment at that clinic
- Patients are generally seen for assessment and up to three follow up appointments for musculo-skeletal physiotherapy
- The Trust also offers community physiotherapy as part of its rehabilitation service for long term conditions such as stroke which can provide longer intervention. Rehabilitation takes place at Corbett Outpatient Centre, The Guest Outpatient Centre and, if required, in patients' own homes.

3.0 Clinic changes

A group of GPs in the North of the Borough previously commissioned musculo-skeletal physiotherapy only at Russells Hall Hospital; in May 2013 the CCG moved this activity into the community contract so that these patients can now access all clinic locations where community physiotherapy is available from the Trust. In order to transfer this activity from acute to community the Trust took the opportunity to maximise space at The Guest Outpatient Centre as a better long term solution to manage increasing numbers of referrals. This necessitated the closure of sessions in some smaller clinic locations which were unable to support increased activity.

The service currently operates from the following 14 locations and patients can choose which they attend for community musculo-skeletal physiotherapy:

Albion House Brierley Hill, BHH&SCC, St James Medical Practice Dudley, Central Clinic Dudley, Three Villages Amblecote, Stourbridge Health & Social Care Centre, The Limes Lye, Kingswinford Health & Social Care Centre, St Margaret's Well Surgery Halesowen, Halesowen Health Centre, Castlemeadows Surgery Dudley, The Guest Ambulatory Centre, Meadowbrook Road Halesowen and The Northway Sedgley.

The Trust recognised that it should have consulted regarding these changes and although there were ongoing discussions with the CCG regarding the service model the changes were made without communication with patients or the CCG. The Trust has publicly acknowledged and apologised for this in the media

The Trust has received no direct complaints or negative feedback from patients, GPs, carers or elected members regarding the changes. There have been a number of compliments from patients regarding the facilities at The Guest Outpatient Centre.

4.0 Benefits to patients

- Service delivered in better facilities
- Improved staff skill mix offering a wider range of interventions available in clinic settings
- Wider choice of clinics for patients of GPs in the North of the Borough (who previously could only attend Russells Hall Hospital)
- Waiting times have reduced from 8 weeks to 4 weeks
- The service is able to accept self referral from patients

The Trust continues working with the CCG on locality working and the best way to deliver a range of community services to Dudley residents as well as a sustainable model to reduce waiting times.

5.0 Equality Impact

All clinics we operate from have access for disabled people.

6.0 Recommendation

6.1 That the committee receives this report for information and reassurance

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