

Musculoskeletal Physiotherapy Service Remobilisation Plan

Helen Little, Service Manager

Summary:

- 80% MSK staff were redeployed.
- Essential MSK physiotherapy services maintained by core staff.
- Redeployed staff returned to the service by 15th July.
- Remobilisation plan includes telephone triage, 'Near Me' and face to face appointments.
- Departments are preparing for increased face to face contact.

MSK Physiotherapy response to Covid 19. March-July

Approximately 80% of MSK physiotherapy staff were redeployed to support Acute and Community services to tackle the pandemic. The MSK physiotherapy service continued to accept and triage referrals with core MSK staff.

All routine appointments were cancelled and this active caseload of 1,617 patients was put 'on hold'.

The service continued to assess and manage urgent referrals through 'Virtual Patient management' (VPM) Telephone and Near Me consultations. Advice and exercise programmes were sent to these patients to support their ongoing self management. Face to face consultations were minimised to 'life altering conditions' (approximately 2%).

In May we began to re-contact the 'on hold' active caseload patients from March and restarted their treatment via telephone or Near Me.

MSK Physiotherapy Remobilisation July onwards

- The usual referral pathways are in place via SCI gateway and Self-referral.
- Patients can access the self refer form from our website or their local physiotherapy or GP practice.
- All new referrals will be assessed via Telephone and/or Near Me in the first instance.
- In line with Scottish Government Health Department recommendations, VPM will continue to be the primary mode of service delivery.
- All sites are currently carrying out risk assessments to ensure social distancing requirements and essential infection control measures are in place.
- Our overall MSK capacity and ability to see patients face to face will be reduced by these measures.
- MSK Physiotherapists continue to send advice and exercise programmes to patients. In addition to the usual 'Physio tools' we have developed our range of evidence based self management resources to include websites, videos and leaflets. All staff are familiar with them.
- In addition, a range of self management resources are available on our website. This site is under development and we aim to offer a much wider range of resources soon: [MSK Physiotherapy NHS GG&C](#)
- We aim to see up to 30% of patients face to face by the end of November 2020.
- As we increase the number of face to face appointments, priority will be for patients with a life altering condition, but thereafter based on clinical prioritisation.
- Waiting times have risen dramatically due to the temporary suspension of routine appointments.
- Our current maximum waiting time for an urgent appointment is 4 weeks and a routine is 34 weeks (compared to 17 weeks in March). These waiting times apply to all appointment types.

MSK Physiotherapy Pathways

