

National Musculoskeletal Physiotherapy Triage Initiative

The National Musculoskeletal (MSK) Physiotherapy Triage Initiative is available for patients with musculoskeletal complaints of the soft tissue, bones and joints. All patients are assessed and either discharged or referred onwards to the appropriate healthcare professional.

The MSK initiative is delivered across 18 sites nationally by Advanced Practice Physiotherapists (APPs) who triage referrals to Consultant Orthopaedic Surgeons and Consultant Rheumatologists.

- 24 WTE APP
- Additional six WTE 2017-2018
- 18 sites
- Each site submit monthly KPIs to measure the efficacy and impact of the initiative
- Monitored / governed by MSK Initiative Steering Group



Patient Referred to Orthopaedics / Rheumatology

Patient assessed by Advanced Practice Physiotherapist (APP)

Diagnosis Made

Management Plan Instigated

Advances in Care

The target population for this initiative are patients with non-inflammatory musculoskeletal complaints of the soft tissue, bones

and joints, which do not require medical or surgical intervention. This helps to ensure that each patient is seen by the **RIGHT** person, in the **RIGHT** place, at the **RIGHT** time.

Between 2012 and 2017, the National MSK Physiotherapy Triage Initiative assessed **84,770** new patients - removing a total for **101,760** patients

from combined Orthopaedic and Rheumatology waiting lists.

As a result of the National MSK Physiotherapy Triage Initiative, patients with musculoskeletal complaints can now access expert outpatient assessment quicker than before, with up to 87.5% reduction in wait time at some sites.

2012

- In 2014, a national survey showed **98%** of patient satisfaction levels of excellent or very good with the MSK APP consultation
- Between 2017 and 2018, **96%** of patients who attended an MSK clinic across sites nationally

- reported they were satisfied seeing an MSK physiotherapist in place of seeing a consultant for their MSK complaint

- **99%** of those patients reported that they would return to an APP clinic in future (2017-2018)

2018



In the presence of increasing referral rates for MSK complaints, the National MSK Physiotherapy Triage Initiative is playing a vitally important role in ensuring timely assessment of patients, subsequently lowering waiting lists which would be 130% longer in the absence of this initiative.

The information presented is not representative of formal/national KPI indicators but rather information extracted based on demonstrator active sites.