

Document Type:	Policy	
Reference Number : 2552	Version Number: 3	Next Review Date: 2 November 2021
Title:	MSK Physiotherapy Services Access Policy	
Document Author:	Team Lead Physiotherapist	
Applicability:	As indicated	

Accessing the service

Patients from the South Devon and Torbay Clinical Commissioning Group (CCG) area can access Musculoskeletal (MSK) physiotherapy services without the need to see a medical practitioner first. Any patient can access the service via the Patient Access Centre (PAC) Phone line 0300 456 9987 between 08:30-12:00 Monday – Friday (excluding bank holidays) or by an electronic system Patient Knows Best (PKB).

Patients from specialist services (secondary care) are seen via referral letter or by referring themselves with a priority password through the PAC or PKB system.

Appointments are made for today, tomorrow or the following day. When all appointments have been filled for that 72 hour period, patients will be asked to contact the service the following day. If a new patient has phoned 3 times without success they will be given the next available appointment at a location of their choice. The number of times a patient contacts the service for their first appointment is recorded to ensure equitable provision. For patients ringing in to make a follow-up appointment, whilst acknowledging the benefits of continuity of treatment, it is sometimes not possible to book patients in with the same physiotherapist each time they attend. If there is not an appointment with the physiotherapist of their choice, patients will be offered an appointment with an alternative physiotherapist at their chosen location or they will be asked to ring again if they want to see the chosen clinician. The second time they call, they are offered the Physiotherapist and the location of their choice, even if this requires the patient to be booked outside the normal booking timescales.

Complaints about access should be directed to the Patient Access Centre (PAC) in the first instance.

Patients who do not attend (DNA).

Secondary Care referred patients: Each DNA will be reviewed by the clinician and a decision made to offer a further appointment based on their clinical need/post op instructions. The referrer will be notified of the DNA. The patient will then be rebooked by the clinician or discharged.

GP and Self-referral Patients: Patients who self-refer and DNA will be discharged. If they phone to rebook they will be offered a further appointment but if they fail to attend the second appointment an alert will be generated on IHCS saying “Physiotherapy Booking Team – do not book appointment – phone Torbay Physiotherapy Dept on X55340”. Once the alert is on the system, and the patient attempts to book another appointment, the patient will be told by the booking team “We are unable to offer you an appointment today. The Physiotherapy Department will contact you by letter within 5 working days”. The PAC team will contact Torbay physiotherapy department who will send a letter to the patient and their GP. **APPENDIX 1.**

For children and young people please refer to the ‘Children and Young people who were not brought to outpatients appointment protocol’ **APPENDIX 2.**

Patient cancellations within 24 hours (UTA)

Patients who self-refer and UTA their appointment may be offered a further physiotherapy appointment. However, if they cancel again at short notice an alert will be generated on IHCS saying “Physiotherapy Booking Team – do not book appointment – phone Torbay Physiotherapy Dept on X55340” . Once the alert is on the system and the patient attempts to book again the patient will be told by the booking team “We are unable to offer you an appointment today. The Physiotherapy Department will contact you by letter within 5 working days”. The PAC team will contact Torbay Physiotherapy Department who will send a letter to the patient and their GP (**APPENDIX 2**).

For children and young people please refer to the “Children and Young people who were not brought to outpatients appointment protocol” (**APPENDIX 4**).

Suitability for the service

Following assessment of the patient’s clinical need, it may be necessary on occasions, to ask for an alert on IHCS if the patient has been identified by a Senior Physiotherapist as having no clinical need for the service. In this case, once the alert is on IHCS and the patient attempts to rebook, the booking team will inform the patient “We are unable to offer you an appointment today. The Physiotherapy Department will contact you by letter within 5 working days”. The PAC team will contact Torbay Physiotherapy Department who will send a letter to the patient and their GP (**APPENDIX 3**).

Out of Area (OOA) patients

Patients who are from outside the CCG area must have registered with a local GP (including temporary registration) to access the MSK Physiotherapy service.

Auditing and Monitoring of Active IHCS Patient Alerts

Patients that have a Physiotherapy Access alert activated on IHCS will be recorded, monitored and audited within the Physiotherapy Service. There will be a spreadsheet (**APPENDIX 5**) held by the Physiotherapy Admin Team on the MSK Drive at Torbay

Hospital. All active alerts will be reviewed annually and the outcome of the review recorded on the spreadsheet. If there have been ongoing issues with attendance the Alert will be sustained with a new date of review. If attendance has improved over the 12 month period the alert will be removed. If the decision is to remove the alert the Physiotherapy Admin Team will arrange for the alert to be removed from IHCS.

Equality and Diversity

The Trust is committed to preventing discrimination, valuing diversity and achieving equality of opportunity. No person (staff, patient or public) will receive less favourable treatment on the grounds of the nine protected characteristics as governed by the Equality Act 2010: Sexual Orientation; Gender; Age; Gender Reassignment; Pregnancy and Maternity; Disability; Religion or Belief; Race; Marriage and Civil Partnership (**Appendix 6**). In addition to these nine, the Trusts will not discriminate on the grounds of domestic circumstances, social-economic status, political affiliation or trade union membership.

Discrimination from staff, patients or public will not be tolerated. In the case of patients or the public being discriminatory, they should be reminded that this behaviour will not be tolerated by the Trust. The Trust has a Public Duty under the Equality Act to foster good relations between individuals who have protected characteristics and those who do not. If the discrimination persists the patient/member of public should be informed that they will be asked to leave the premises if they continue to be discriminatory or use derogatory or offensive language.

What we expect from you as a patient, visitor, or member of the public:

- Whilst you are in the hospital, you must behave in an appropriate manner
- Treat staff and other patients with respect and dignity
- Do not discriminate against any person (staff, patient or public) on the grounds on the nine protected characteristics as determined by the Equality Act 2010 (**Appendix 6**).

What you should expect from us as staff:

- We will maintain your right to privacy and treat your medical and personal details as confidential
- Give you a full and clear explanation on matters concerning your health and medical treatment and engage you in treatment/care plans
- All staff will behave in accordance with the values of the NHS Constitution at all times, including:
 - **Respect and Dignity:** Creating an inclusive environment
 - **Commitment to Quality of Care:** Acting with integrity
 - **Compassion:** Displaying empathy and compassion
 - **Improving Lives:** Showing commitment to care
 - **Working together for patients:** Working in partnership with you
 - **Everyone Counts:** Helping you to feel valued

Appendix 1 – [Letter for patients who recurrently DNA appointments](#)

Appendix 2 – [Letter for patients who recurrently UTA appointments at short notice](#)

Appendix 3 – [Letter for patients who have no clinical need for MSK Physiotherapy](#)

Appendix 4 – [DNA and Non-attendance Policy for Children and Young People](#)

Letter for patients who recurrently DNA appointments

Torbay and South Devon 
NHS Foundation Trust

Physiotherapy Services
68 Hengrave House
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Date

Patient Name & Address

Dear

NHS No:

Re: Booking Musculoskeletal Physiotherapy appointments.

This letter is in response to your recent call to the physiotherapy appointments line.

Our records show that you have previously failed to attend 2 or more physiotherapy appointments. This equates to x amount of unused clinical time where demand for appointments within this service is very high. It is therefore our policy to discharge you from the Physiotherapy Service at this point.

If you feel you still require physiotherapy input please contact us to discuss this further or you will need to see your GP to be referred by letter into the service again.

Please be aware that if there are future missed physiotherapy appointments we will reserve the right not to book any further appointments for you.

Your GP will also receive a copy of this letter.

Yours sincerely

Vicki Sheen
Head of Physiotherapy

Cc. GP, surgery

Letter for patients who recurrently UTA appointments at short notice

Torbay and South Devon 
NHS Foundation Trust
Physiotherapy Services
68 Hengrave House
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Date

Patient Name & Address

Dear

NHS No:

Re: Booking Musculoskeletal Physiotherapy appointments.

This letter is in response to your recent call to the physiotherapy appointments line.

Our records show that you have previously cancelled 2 or more appointments at very short notice. This equates to x amount of unused clinical time where demand for appointments within this service is very high. It is therefore our policy to discharge you from the Physiotherapy Service at this point.

If you feel you still require physiotherapy input please contact us to discuss this further or you will need to see your GP to be referred by letter into the service again.

Please be aware that if there are future appointment cancellations of less than 24 hours or missed physiotherapy appointments we will reserve the right not to book any further physiotherapy appointments for you.

Your GP will also receive a copy of this letter.

Yours sincerely

Vicki Sheen
Head of Physiotherapy

Cc. GP, surgery

Letter for patients who have no clinical need for MSK Physiotherapy

Torbay and South Devon 
NHS Foundation Trust

Physiotherapy Services
68 Hengrave House
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Date

Patient Name & Address

Dear

NHS No:

Re: Booking Musculoskeletal Physiotherapy appointments.

This letter is in response to your recent call to the physiotherapy appointments line (date).

Our records show that you have recently attended a physiotherapy assessment appointment.

Following this assessment the Physiotherapist you saw did not feel that musculoskeletal (MSK) physiotherapy was the most appropriate management for your condition and has informed you and your GP of this.

If, however, you feel you still require physiotherapy or you are seeking physiotherapy input for a new problem please contact us to discuss this further. You may be required to see your GP to assess your clinical need for MSK Physiotherapy and refer you by letter into the service again.

Your GP will also receive a copy of this letter.

Yours sincerely

Vicki Sheen
Head of Physiotherapy

Cc. GP, surgery

Appendix 4

Linked to [G1229 - DNA and Non-Attendance Policy for Children and Young People](#)

Document Control Information

This is a controlled document and should not be altered in any way without the express permission of the author or their representative.

Please note this document is only valid from the date approved below, and checks should be made that it is the most up to date version available.

If printed, this document is only valid for the day of printing.

This guidance has been registered with the Trust. The interpretation and application of guidance will remain the responsibility of the individual clinician. If in doubt contact a senior colleague or expert. Caution is advised when using clinical guidance after the review date, or outside of the Trust.

Ref No:	2252		
Document title:	Access Policy MSK Physiotherapy Service		
Purpose of document:	Policy		
Date of issue:	2 November 2018	Next review date:	2 November 2021
Version:	3	Last review date:	
Author:	Team Lead Physiotherapist		
Directorate:	Allied Health Professionals		
Equality Impact:	The guidance contained in this document is intended to be inclusive for all patients within the clinical group specified, regardless of age, disability, gender, gender identity, sexual orientation, race and ethnicity & religion or belief		
Committee(s) approving the document:	Head of Physiotherapy		
Date approved:	29 October 2018		
Links or overlaps with other policies:	All TSDFT Trust Strategies, policies and procedure documents G0229 - DNA and Non-Attendance Policy for Children and Young People		

Have you identified any issues on the Rapid (E)quality Impact Assessment. If so please detail on Rapid (E)QIA form.	Yes <input type="checkbox"/>	
	Please select Yes No	
Does this document have implications regarding the Care Act? <i>If yes please state:</i>	<input type="checkbox"/>	<input type="checkbox"/>
Does this document have training implications? <i>If yes please state:</i>	<input type="checkbox"/>	<input type="checkbox"/>
Does this document have financial implications? <i>If yes please state:</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is this document a direct replacement for another? <i>If yes please state which documents are being replaced:</i>	<input type="checkbox"/>	<input type="checkbox"/>

Document Amendment History

Date	Version no.	Amendment summary	Ratified by:
12 January 2018	1	New	Head of Physiotherapy
26 January 2018	1	Review date extended from 2 years to 3 years	
2 February 2018	2	Minor amendments	Head of Physiotherapy
2 November 2018	3	Revised	Head of Physiotherapy

The Mental Capacity Act 2005

The Mental Capacity Act provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this. It covers a wide range of decision making from health and welfare decisions to finance and property decisions

Enshrined in the Mental Capacity Act is the principle that people must be assumed to have capacity unless it is established that they do not. This is an important aspect of law that all health and social care practitioners must implement when proposing to undertake any act in connection with care and treatment that requires consent. In circumstances where there is an element of doubt about a person's ability to make a decision due to 'an impairment of or disturbance in the functioning of the mind or brain' the practitioner must implement the Mental Capacity Act.

The legal framework provided by the Mental Capacity Act 2005 is supported by a Code of Practice, which provides guidance and information about how the Act works in practice. The Code of Practice has statutory force which means that health and social care practitioners have a legal duty to have regard to it when working with or caring for adults who may lack capacity to make decisions for themselves.

“The Act is intended to assist and support people who may lack capacity and to discourage anyone who is involved in caring for someone who lacks capacity from being overly restrictive or controlling. It aims to balance an individual's right to make decisions for themselves with their right to be protected from harm if they lack the capacity to make decisions to protect themselves”. (3)

All Trust workers can access the Code of Practice, Mental Capacity Act 2005 Policy, Mental Capacity Act 2005 Practice Guidance, information booklets and all assessment, checklists and Independent Mental Capacity Advocate referral forms on iCare

http://icare/Operations/mental_capacity_act/Pages/default.aspx

Infection Control

All staff will have access to Infection Control Policies and comply with the standards within them in the work place. All staff will attend Infection Control Training annually as part of their mandatory training programme.

Rapid (E)quality Impact Assessment (EqIA) (for use when writing policies)

Policy Title (and number)		Version and Date	
Policy Author			
An (e)quality impact assessment is a process designed to ensure that policies do not discriminate or disadvantage people whilst advancing equality. Consider the nature and extent of the impact, not the number of people affected.			
Who may be affected by this document?			
Patients/ Service Users	<input type="checkbox"/>	Staff	<input type="checkbox"/>
Other, please state...		<input type="checkbox"/>	
Could the policy treat people from protected groups less favourably than the general population? <i>PLEASE NOTE: Any 'Yes' answers may trigger a full EIA and must be referred to the equality leads below</i>			
Age	Yes <input type="checkbox"/> No <input type="checkbox"/>	Gender Reassignment	Yes <input type="checkbox"/> No <input type="checkbox"/>
Race	Yes <input type="checkbox"/> No <input type="checkbox"/>	Disability	Yes <input type="checkbox"/> No <input type="checkbox"/>
Gender	Yes <input type="checkbox"/> No <input type="checkbox"/>	Pregnancy/Maternity	Yes <input type="checkbox"/> No <input type="checkbox"/>
Sexual Orientation		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Religion/Belief (non)		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Marriage/ Civil Partnership		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is it likely that the policy could affect particular 'Inclusion Health' groups less favourably than the general population? (substance misuse; teenage mums; carers ¹ ; travellers ² ; homeless ³ ; convictions; social isolation ⁴ ; refugees)			Yes <input type="checkbox"/> No <input type="checkbox"/>
Please provide details for each protected group where you have indicated 'Yes'.			
VISION AND VALUES: Policies must aim to remove unintentional barriers and promote inclusion			
Is inclusive language ⁵ used throughout?			Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Are the services outlined in the policy fully accessible ⁶ ?			Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Does the policy encourage individualised and person-centred care?			Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Could there be an adverse impact on an individual's independence or autonomy ⁷ ?			Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
EXTERNAL FACTORS			
Is the policy a result of national legislation which cannot be modified in any way?			Yes <input type="checkbox"/> No <input type="checkbox"/>
What is the reason for writing this policy? (Is it a result in a change of legislation/ national research?)			
Who was consulted when drafting this policy?			
Patients/ Service Users	<input type="checkbox"/>	Trade Unions	<input type="checkbox"/>
Protected Groups (including Trust Equality Groups)		<input type="checkbox"/>	
Staff	<input type="checkbox"/>	General Public	<input type="checkbox"/>
Other, please state...		<input type="checkbox"/>	
What were the recommendations/suggestions?			
Does this document require a service redesign or substantial amendments to an existing process? <i>PLEASE NOTE: 'Yes' may trigger a full EIA, please refer to the equality leads below</i>			Yes <input type="checkbox"/> No <input type="checkbox"/>
ACTION PLAN: Please list all actions identified to address any impacts			
Action	Person responsible	Completion date	
AUTHORISATION:			
By signing below, I confirm that the named person responsible above is aware of the actions assigned to them			
Name of person completing the form		Signature	
Validated by (line manager)		Signature	

Please contact the Equalities team for guidance:

For South Devon & Torbay CCG, please call 01803 652476 or email marisa.cockfield@nhs.net

For Torbay and South Devon NHS Trusts, please call 01803 656676 or email pfd.sdht@nhs.net

This form should be published with the policy and a signed copy sent to your relevant organisation.

¹ Consider any additional needs of carers/ parents/ advocates etc, in addition to the service user

² Travelers may not be registered with a GP - consider how they may access/ be aware of services available to them

³ Consider any provisions for those with no fixed abode, particularly relating to impact on discharge

⁴ Consider how someone will be aware of (or access) a service if socially or geographically isolated

⁵ Language must be relevant and appropriate, for example referring to partners, not husbands or wives

⁶ Consider both physical access to services and how information/ communication is available in an accessible format

⁷ Example: a telephone-based service may discriminate against people who are d/Deaf. Whilst someone may be able to act on their behalf, this does not promote independence or autonomy

Clinical and Non-Clinical Policies – Data Protection

Torbay and South Devon NHS Foundation Trust (TSDFT) has a commitment to ensure that all policies and procedures developed act in accordance with all relevant data protection regulations and guidance. This policy has been designed with the EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA 18) in mind, and therefore provides the reader with assurance of effective information governance practice.

The UK data protection regime intends to strengthen and unify data protection for all persons; consequently, the rights of individuals have changed. It is assured that these rights have been considered throughout the development of this policy. Furthermore, data protection legislation requires that the Trust is open and transparent with its personal identifiable processing activities and this has a considerable effect on the way TSDFT holds, uses, and shares personal identifiable data.

Does this policy impact on how personal data is used, stored, shared or processed in your department? Yes No

If yes has been ticked above it is assured that you must complete a data mapping exercise and possibly a Data Protection Impact Assessment (DPIA). You can find more information on our [GDPR](#) page on ICON (intranet)

For more information:

- Contact the Data Access and Disclosure Office on dataprotection.tsdf@nhs.net,
- See TSDFT's [Data Protection & Access Policy](#),
- Visit our [Data Protection](#) site on the public internet.