

An MSK Model that delivers quality outcomes, seamless care, innovation and value for money

Musculoskeletal conditions are one of the most commonly reported type of work-related illnesses, comprises 14% GP consultations and 1 in 7 of all healthcare appointments.

Connect has developed an MSK model that delivers the most appropriate evidence-based care for patient's individual needs, ensuring that services are delivered quickly and in the right place.

1 Step one

Access - First Contact

Patient



Person needs advice on an MSK problem

Patient then either

Makes an appointment with their GP

Makes an appointment with a First Contact Practitioner (FCP)

Self refers into the community physiotherapy service

GP/First Contact Practitioner will then



OR



Electronic Referral

Complete an electronic referral for complex patients (pre-populated only 3 fields to complete) for triage in the community

Self Referral

Direct the patient to self referral

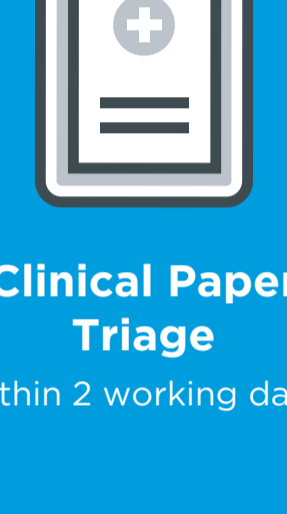
2 days from GP referral to registering with the community service.

An FCP appointment will reduce the need for physiotherapy or community triage in many cases.

2 Step two

Triage

Accurate assessments are completed in one of two ways



PhysioLine/PhysioNow

Telephone (within 48 hrs) or Online assessment

OR



Clinical Paper Triage

(within 2 working days)

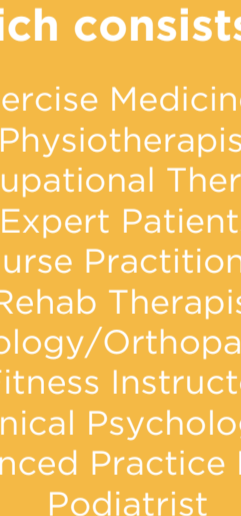
The outcome may then be



Face to Face Appointment

with an appropriate MSK clinician

OR



Self Management

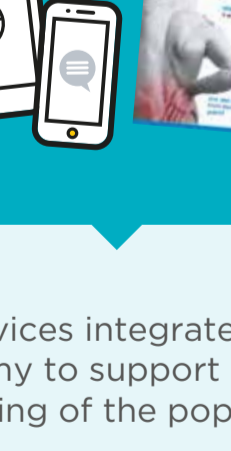
Approx 25% of patients following a PhysioLine consultation choose to self-manage with an exercise programme

3 Step three

Connect's integrated community MSK services

Treatment

Efficient, effective and evidence based treatment



You can access treatment by;

- Telephone
- Individual face to face
- Group consultations often in the gym
- Online

Our range of services include;

- Physiotherapy
- CATS (Clinical Assessment & Treatment)
- Chronic Pain
- Chronic Fatigue
- Rheumatology
- Women's Health

These are provided by our Multi Disciplinary Team which consists of;

- Sports & Exercise Medicine Consultant
- Physiotherapist
- Occupational Therapist
- Expert Patients
- Nurse Practitioner
- Rehab Practitioner
- Pain/Rheumatology/Orthopaedic Consultant
- Fitness Instructor
- Clinical Psychologist
- Advanced Practice Physio
- Podiatrist
- GPwER (GPs with Extended Role)



4 Step four

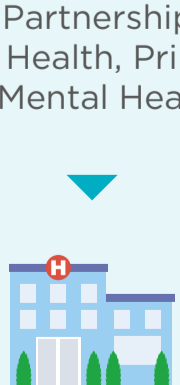
Lifelong Health and Wellbeing

On discharge our patients have learnt how to manage further problems and protect their joints, using exercise as a key tool. This also contributes to general wellbeing and prevention of other chronic diseases.

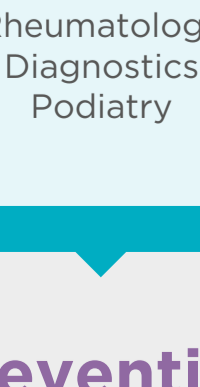
We enable patients to use our Physitrack app to support ongoing self management and achieving / maintaining set goals.



Connect's services integrate with the local health economy to support the health and wellbeing of the population



Supported by;



Social Prescribing

Connect's services integrate with the local health economy to support the health and wellbeing of the population.

- Community groups
- Voluntary sector
- Sport/physical activity agencies

Integration

We integrate with Sustainability and Transformation Partnerships, Primary Care Networks, Public Health, Primary Care, Social Care and Mental Health teams.

Hospital

We work in direct partnership with hospital colleagues in:

- Orthopaedics
- Chronic Pain
- Rheumatology
- Diagnostics
- Podiatry

Prevention

Connect offers its 'Exercise for Health Team', to work in the community to prevent the development and progression of MSK conditions including working in schools and with community groups and any other public gathering.

For further information please contact generalenquiries@connecthealth.co.uk