

PhysioLine

First Contact Practitioner

Rapid access to physiotherapy by telephone leads to improved outcomes, early assessment and treatment.

PATIENT OUTCOMES

Connect



Challenge

Waiting times to access NHS physiotherapy services for a musculoskeletal problem following GP referral vary enormously across the UK.

Telephone triage **saves £19.30 per patient**

says Public Health England*



Potential **problems** of delayed treatment/advice:

Increased recovery time

Chronicity and a myriad of sequelae/secondary conditions

Chronic effects on **physical and mental** wellbeing

Reduced ability to work successfully or at all

Increased health **anxieties** and reduced self-efficacy

Development of **habits** counterproductive to recovery

IF OFF WORK WITH LOWER BACK PAIN FOR MORE THAN 6 MONTHS,

50%

NEVER RETURN TO WORK



48 HRS

NHS RightCare recommended wait for active treatment for rehab



Solution



Connect Health, working closely with commissioners, was **one of the first** organisations in the UK to introduce PhysioLine in 1999.

We carry out **75,000+ PhysioLine appointments** per year @ Sept 17



100%

PhysioLine is physiotherapy assessment and early treatment by telephone and **100% of PhysioLine consultations are delivered by MSK specialist physiotherapists**



“The service is easy to contact and you can refer yourself. You are then contacted by a qualified person and don't have to wait weeks for an appointment.” **PhysioLine patient**

*www.csp.org.uk/news/2017/10/12/public-health-england-tool-estimates-msk-phone-triage-service-saves-1930-patient

MYTH BUSTERS

Myths and misconceptions regarding diagnosis, prognosis and appropriate management approach are addressed



It's just telephone triage

100% of PhysioLine consultations are delivered by MSK specialist physiotherapists, covering a full subjective history, an element of early intervention in the form of education, advice, and direction towards appropriate self-management strategies.



How can you know what's going on without seeing me?

Expert clinical assessment is not just about physical tests. Verbal subjective history taking can identify a provisional diagnosis and management options as well as screening for any need for urgent intervention.



This is just another 111 service

There is no script – ever. It's not an algorithm driven service. It's bespoke and responsive to patient's needs. We ask about the patient's beliefs, expectations and fears. The biopsychosocial elements of care are key.



You see too many patients and don't give patients enough time

Patients receive protected, pre-booked appointment time of 20mins (>double the often quoted GP appt time of 10mins). Subsequent face to face appointments of 30mins mean a total of **50mins** for verbal and physical assessment for those patients that require it.



You dictate who progresses to face to face

Incorrect – this is all about patient choice and need and in most cases it's in addition to standard face to face MSK care. Patients who opt for a self-management approach are always given the option call back and access further care.

“Quick efficient and really helpful. The lady on the phone knew what the problem was and put my mind at rest. Felt much better than going to the doctors. Glad there was another option.” **PhysioLine patient**



Benefits of PhysioLine

48HRS

for PhysioLine consultation (2 working days)**

UP TO 40%

of patients self-manage following telephone consultation (on ave 25%)

Our experience and evidence is that a physiotherapy telephone assessment with advice offered early in the course of a musculoskeletal problem, offers the following benefits

Benefits to Patients

- **Improved recovery time**
 - Helpful advice for symptom relief & may reduce likelihood of developing chronicity
- **Self-care**
 - Increases self-management and self-efficacy and provides opportunity for patients to take early involvement in the direction of their care through Shared Decision Making approach
- **Flexibility**
 - Patients access treatment in a way that is convenient to them and are not restricted by clinic opening hours

Benefits to Commissioners

- **Rapid access**
 - Successful method of addressing delays in “Right Care”
- **Reduced cost**
 - Reduces NHS costs inherent in the traditional face-to-face model
- **Operational efficiency**
 - Unrivalled operational flexibility in care delivery

Benefits to GPs

- **Rapid treatment**
 - Patient could go to a GP today, ring Connect and have an appointment sometimes same day but definitely within 48 hours**
- **Better outcomes**
 - Peace of mind for their patients
- **Reduces pressure**
 - Can be utilised effectively as part of a self-referral pathway to reduce unnecessary GP appointments

“PhysioLine has proven to be a successful model and the next generation online version, offering ultra-convenience, choice and inclusivity, is just around the corner.”

Prof Andrew Walton, Executive Chair, Connect Health

**Timescales may vary depending on commissioned route to referral

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