

25th August 2015

Dear Sir/Madam,

Thank you for your recent follow-up Freedom of Information request regarding Musculoskeletal (MSK) Out Patient Physiotherapy Service.

The Trust can provide the following information:

Does your Organisation have Adult MSK Out Patient Physiotherapy services? Yes

What specialist Adult MSK Out Patient MSK Service(s) do you offer? E.g. CATS (ESP), Chronic pain, AQP, Paediatrics or any other condition specific services?

Homerton:

- **Women's and Men' Health**
- **Paediatrics**
- **Sports and exercise medicin**
- **ESWT**
- **Bariatrics**

Locomotor

- **Pain Service**
- **ESP clinic**

What are the monthly waiting times in weeks from referral to treatment for patients waiting for an Adult MSK Out Patient Physiotherapy appointment? Please provide data for the last 12 months. What waiting list initiatives do you use?

Homerton:

- **Average 1-4 weeks**
- **We do drop in**

Locomotor 3-4 weeks on average

What are your monthly Did Not Attend (DNA) Rates in % for your Adult MSK Out Patients Physiotherapy Service(s)? Please provide data for the last 12 months.

Please see the attached document.

How many referrals per month did you get into your Adult MSK Out Patient Physiotherapy Service(s)? Please provide data for the last 12 months.

Homerton: Approx 700 per month

Locomotor: 1400 per month

How many Adult MSK Out Patient Physiotherapy New Patient appointments slots do you offer per week and how long are the appointments?

Homerton:

- **30 minutes for new**
- **45 minutes for spinal or if require interpreter/transport**
- **15 minutes for a fracture clinic appt**
- **60 minutes for gynae/obs**
- **Approx 140**

Locomotor

- **30 minutes for new**
 - **30 minutes for F/U**
 - **Advocacy 45 minutes new**
- 210 appointments per week**

How many Adult MSK Out Patient Physiotherapy Follow-Up Patient appointments slots do you offer per week and how long are the appointments?

Homerton:

- **30 minutes**
- **Approx 500**
- **St Leonards 800 at 30 minutes**

Do you offer Adult MSK Out Patient Physiotherapy packages of care with a specified number of appointments and/or over a specified duration of time?

Homerton/ St Leonards: No

What % of referrals received per month into your Adult MSK Outpatient Physiotherapy Service(s) are rejected referrals? Please provide data for the last 12 months.

We do not hold this information in a readily available format, but can advise that the number of rejected referrals is very low.

What is your referral source? GP's / Consultant / Self-referral / Other?

Homerton:

- **Adult – Consultant**
- **WH – GP and consultant**
- **Paeds – GP and Consultant**
- **Sports physio – GP**
- **Bariatrics – Consultant**
- **ESWT- Consultant**

St Leonards GPs in City and Hackney

Do you provide Interpreting Services for patients using your Adult MSK Out Patient Physiotherapy Service? If so what languages?

Homerton – Advocacy service – most languages

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian