

# EXAMPLE OF MONTHLY FCP DATA

BESPOKE TO EACH PCN WE SUPPORT



**350+ FCPs**



**Over 190 PCNs**



**Fully aligned to NHSE roadmap governance**



**Clinically-led and fully focused on quality and consistency**

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**fcp@purephysiotherapy.co.uk**

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**“We provide monthly data to the PCNs we support. This document is an example of this anonymised monthly data from a PCN of 54,000 patients from January 2024.”**

*Phin Robinson, Pure Physiotherapy's Founder and Clinical Director*

## Why we provide this data to PCNs:

### **Referral levels**

To give clarity on utilisation and ensure good diary management.

### **DNA levels**

We typically have under 9.4% DNA rate and have an internal flag if we ever have a DNA rate over 10%. We can then proactively manage the service and put steps in place with the practices to address this.

### **Number of follow ups**

We target for less than 10% follow-ups to ensure no waiting list, allowing maximum gaps for new patients.

### **Referral source (from reception team or GP)**

Guides training requirements for the PCN and local practice teams.

### **Referral per practice**

Ensures equitable usage across a PCN/organisation.

### **Age range of patients using the service and affected body area**

This guides our MSK training for all staff and the PCN/organisation.

### **Any critical incidents or red flags are identified**

Ensuring joint learning and oversight can be demonstrated.

### **Outcome of FCP consultations**

1. GP involvement
2. Onward referral
3. Referral for imaging, injection and medication review

This allows close monitoring of how patients are managed in the service and helps demonstrate the goal of offloading pressure from GPs and frontline clinical staff.

### **Number and destination of onward referrals into existing MSK pathway and secondary care**

This allows evaluation of referrals to monitor ongoing treatment and the impact on secondary care (typically the referrals to secondary care reduce, but those converted into actions once they arrive in secondary care are increased).

# Example PCN

## Introduction

The following report provides a summary of the first contact practitioner service performance.

This data is self reported by clinicians. It aims to give the reader a concise view of the utilisation, appropriateness, and outcomes of the service; to aid with feedback and service development.

## Impact on Primary Care



**1380**

Consultations



**97.8 %**

of patients using the FCP service didn't require additional GP care

## Key Data



**5**

Whole Time Equivalent



**92.9 %**

Patients were managed within the service with no need for onward referral



**<1%**

Required imaging



**2.2 %**

Needed a follow up with a GP



**6.4 %**

Needed a follow up appointment



**<1%**

Needed an injection

## Your Local FCP Team

Regional Lead

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Team Lead

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Clinical Team

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## Summary



Ongoing high levels of genuine first contact appointments >60% Patient feedback continues to be outstanding with 134 feedbacks received this month DNA rate has been flagged and reviewed with PCN manager and CD - in line with all practice services DNA rate across the PCN - action to continue to with public education project



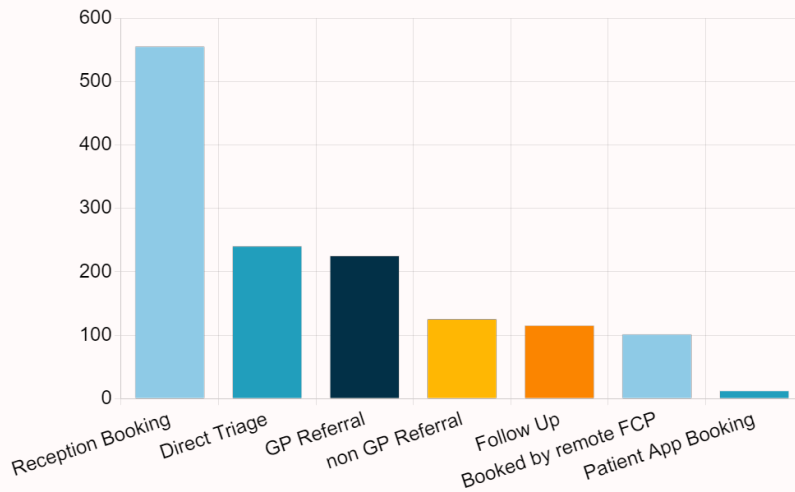
Good attendance at the MSK evening lecture on personalised care, next months lecture will be on rheumatology screening in primary care



A new APP will be joining the team next month as planned to look at management of frail patients across the PCN

# How patients interact with your FCP service

## Referral Source



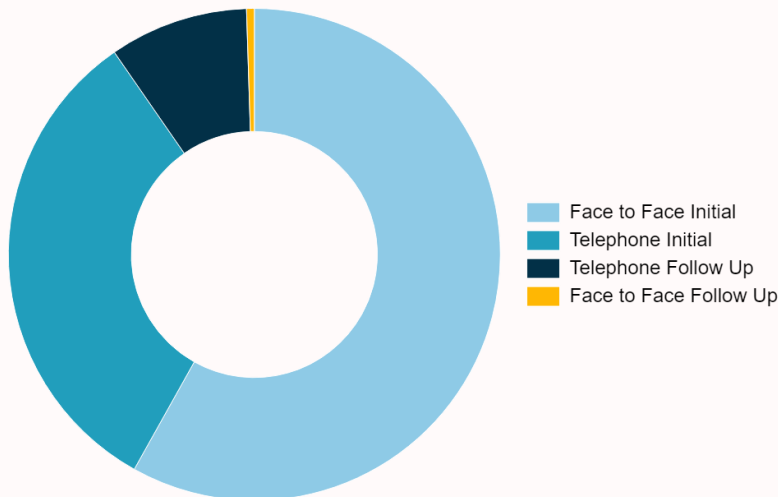
Name	Total	%
① Reception Booking	556	40.29 %
① Direct Triage	241	17.46 %
GP Referral	226	16.38 %
non GP Referral	126	9.13 %
Follow Up	116	8.41 %
Booked by remote FCP	102	7.39 %
Patient App Booking	13	0.94 %

This tells us how patients are accessing the service. In order to maximally offload GP time we aim to have a higher number of true first contact appointments.

We can use this data to proactively support practices in their care navigation.

① True FCP

## Appointment Type



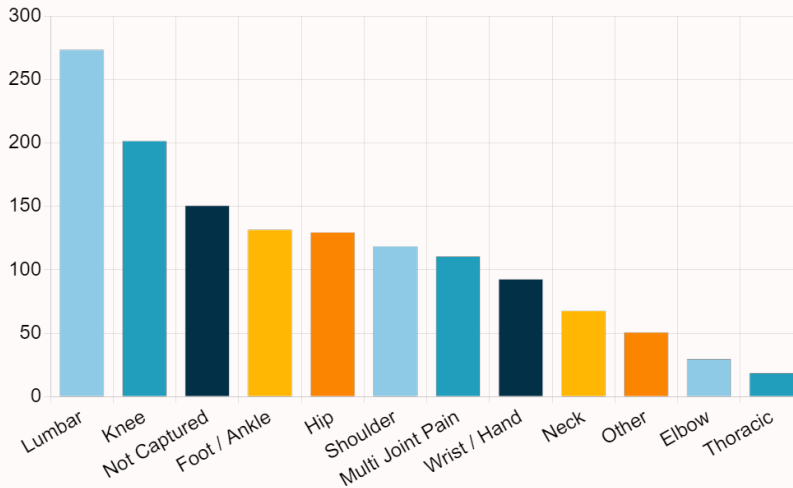
Name	Total	%
Face to Face Initial	802	58.12 %
Telephone Initial	445	32.25 %
Telephone Follow Up	126	9.13 %
Face to Face Follow Up	7	0.51 %

This shows us what kind of appointments are taking place.

Data has shown that face to face and remote support have equal effectiveness and patient satisfaction.

# What conditions we see and how we are helping

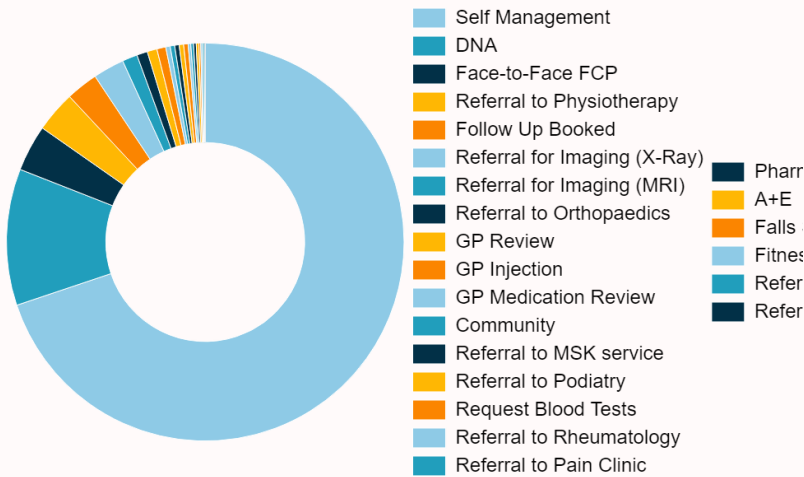
## Body Part



Name	Total	%
Lumbar	274	19.86 %
Knee	202	14.64 %
Not Captured	151	10.94 %
Foot / Ankle	132	9.57 %
Hip	130	9.42 %
Shoulder	119	8.62 %
Multi Joint Pain	111	8.04 %
Wrist / Hand	93	6.74 %
Neck	68	4.93 %
Other	51	3.70 %
Elbow	30	2.17 %
Thoracic	19	1.38 %

This provides useful information regarding local service pressure. It also allows us to target training and service development.

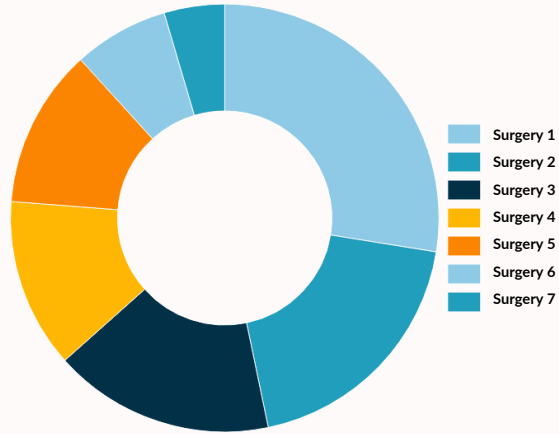
## Outcome



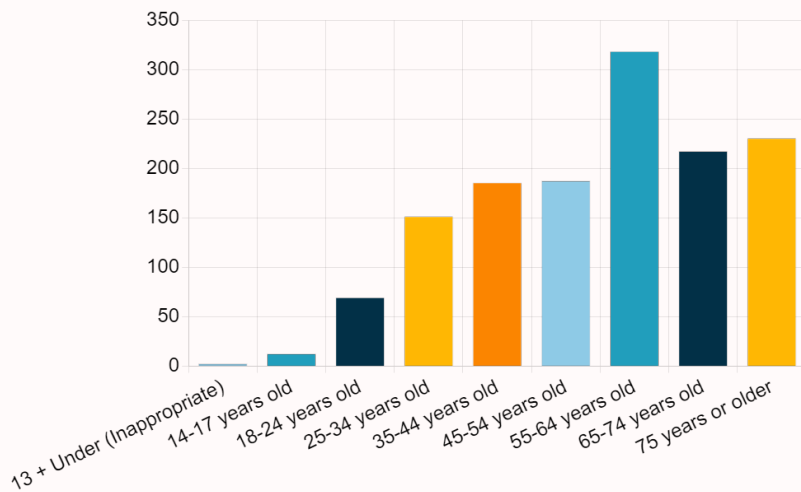
Name	Total	%
Self Management	964	71.65 %
DNA	153	9.3 %
Face-to-Face FCP	52	3.77 %
Referral to Physiotherapy	46	3.33 %
Follow Up Booked	36	2.61 %
Referral for Imaging (X-Ray)	35	2.54 %
Referral for Imaging (MRI)	17	1.23 %
Referral to Orthopaedics	12	0.87 %
GP Review	11	0.80 %
GP Injection	10	0.72 %
GP Medication Review	5	0.36 %
Community	5	0.36 %
Referral to MSK service	5	0.36 %
Referral to Podiatry	5	0.36 %
Request Blood Tests	5	0.36 %
Referral to Rheumatology	3	0.22 %
Referral to Pain Clinic	3	0.22 %
Pharmacist Medication Review	3	0.22 %
A+E	3	0.22 %
Falls Service	2	0.14 %
Fitness For Work Form	2	0.14 %
Referral for Imaging (Ultrasound)	2	0.14 %
Referral to Neurology	1	0.07 %

## Practice Referral Breakdown

Surgery	Total	%
Surgery 1	380	27.54 %
Surgery 2	265	19.20 %
Surgery 3	230	16.67 %
Surgery 4	177	12.83 %
Surgery 5	166	12.03 %
Surgery 6	99	7.17 %
Surgery 7	63	4.57 %



## Age Range



Name	Total	%
13 & Under (Inappropriate)	3	0.22 %
14-17 years old	13	0.94 %
18-24 years old	70	5.07 %
25-34 years old	152	11.01 %
35-44 years old	186	13.48 %
45-54 years old	188	13.62 %
55-64 years old	319	23.12 %
65-74 years old	218	15.80 %
75 years or older	231	16.74 %

## MAKE THE MOST OF THE SUPPORT YOU RECEIVE FROM PURE PHYSIO MSK

Pure Physio has provided 'First Contact Physiotherapy' in primary care since 2016. Our experience has allowed us to recognise the need to provide ongoing support, information and innovation to the organisations we partner with. Please don't hesitate to ask if there is something that we might be able to help with. Feedback is essential to allow us to provide the best support to you.

## OTHER SERVICES WE CAN ALSO PROVIDE AS PART OF ARRS

Please get in touch if you would like more info on any of these:



*Medication reviews to reduce dependence on opioids and gabapentinoids*



*Proactive orthopaedic waiting list management*



*Proactive frailty support and falls prevention*

## WHAT ELSE YOU GET WITH YOUR MEMBERSHIP:

### WEEKLY MSK CPD BULLETIN

Research published in peer reviewed journals is summarised by our expert team and sent to clinicians weekly with key 'clinical take-homes' identified.

**SIGN UP TO THE BULLETIN HERE**



## JOIN OUR MONTHLY EVENING LECTURES

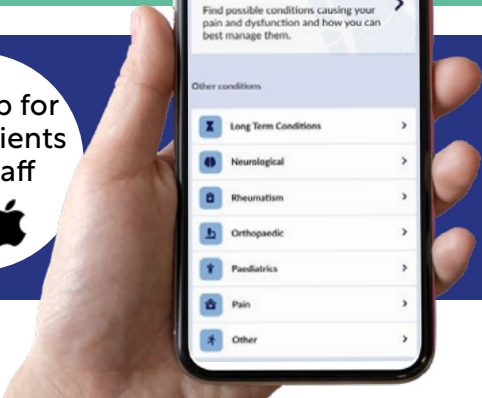
Free access to monthly evening lectures by external speakers on topics relevant to MSK primary care (orthopaedic surgeons, pain consultants, social prescribers etc). Contact your Regional Lead to receive a free invite to any specific events you are interested in.

**SEE UPCOMING CPD EVENTS**

## PURE PHYSIO APP

Self help tools to improve individual's self efficacy and understanding how to get the best function possible, empowering them with knowledge and clear information to encourage them to make the right choices.

Free app for your patients and staff





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Reducing frontline MSK pressure and improving patient experience.

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0203 404 6693

OR

Email Phin, Founder & Director at Pure Physio, and FCP ambassador for Health Education England to set up a 30-minute call: [phin.robinson@purephysiotherapy.co.uk](mailto:phin.robinson@purephysiotherapy.co.uk)

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