



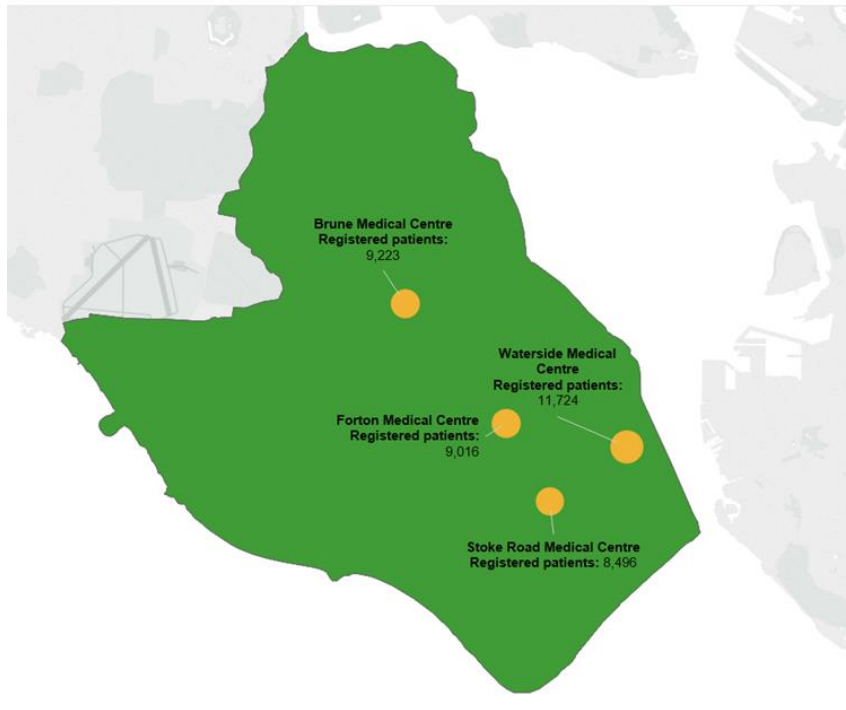
**Gosport
Central
PCN**

The WILLOW GROUP

Southern Health **NHS**
NHS Foundation Trust

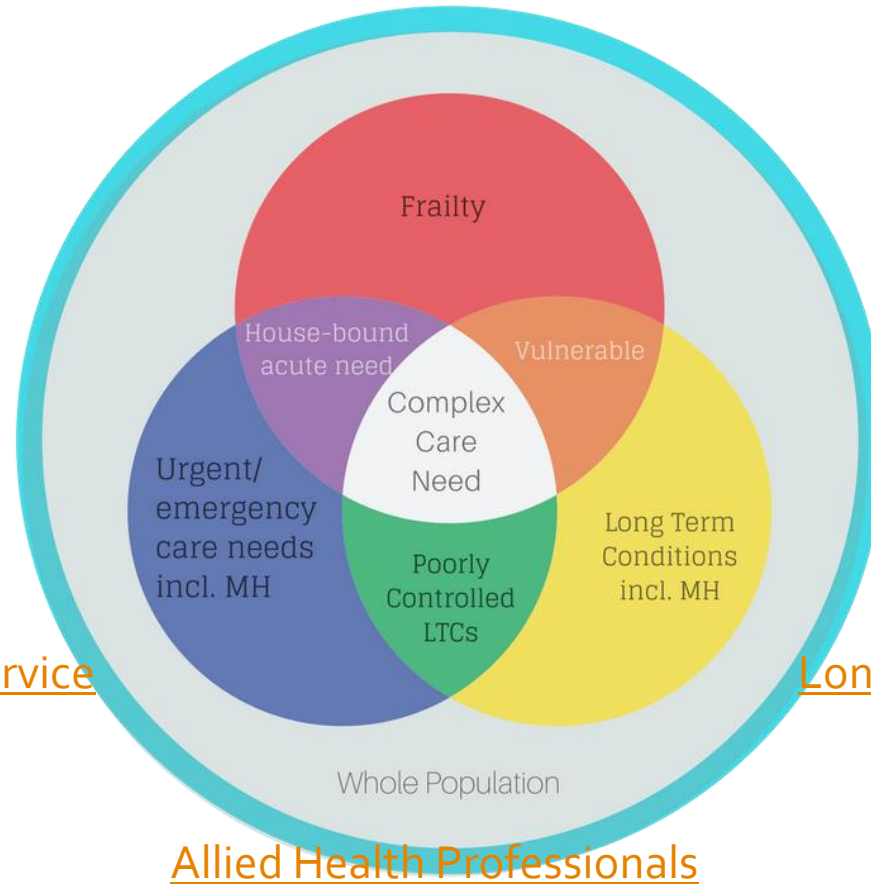
**First Contact MSK
In Gosport
September 20th 2019**

The Willow Group



- Formed in April 2017
- 4 Practice merger in Partnership with SHFT
- Response to 'burning platform'
- GMS
- Salaried Model
- Agenda for Change

EPCT



Home Visiting Service

Complex Care Team

Same Day Access Service

Long Term Conditions Hub

Allied Health Professionals

FCP: Willow Group



- 10 patients per session
- 2 Sessions per week
- 20 minute appointments
- Integrated FCP working in Primary and Secondary Care
- Joint risk share
- MOU

MOU



- **Provision:** 2 x 4 hour Band 7 MSK Practitioner sessions
- **Model of Care:** The practitioner will work autonomously offering advice, guidance and referral into services. Patients will be selected by the care navigator and appropriately allocated into the clinic based on set criteria
- **Diagnostics and prescribing:** The practitioner will not have diagnostic referral or prescribing rights and all requests for this need to go to the appropriate clinician (GP, pharmacist practitioners, etc)
- **Governance:** Incidents and complaints to be reported through the SHFT Ulysees system.
- **Record Keeping:** Clinicians will record directly into the patient record with read/write access using an agreed template
- **Support:** Will be available from other practitioners within The Willow Group as well as from the consultant physiotherapist. Clinical leadership will be provided by the Consultant Physiotherapist with support from the lead GP.

MOU



- **Non-clinical Training:** Will be provided on (EMIS) and other systems used by The Willow Group
- **Inclusion criteria:** Any musculoskeletal pain/disorder
- **Exclusion criteria:** Significant red flags – systemic illness, signs of infection
- **Clinic requirements:** Clinic room, bench, access to computer systems, hand washing facilities
- **Finance:** Employed by the MSK Physiotherapy Service. One session to be paid through SHFT MSK Physiotherapy budget and one session to be paid through The Willow group budget (invoiced on a monthly basis).
- **Human Resources:** Operationally managed (annual leave, sickness, study leave etc.) by The Willow Group via a fixed term contract variation with usual terms and conditions. The 8hrs (2x 4hr sessions) will appear on The Willow Group roster.



Need to see someone about bone, joint, or muscle problems?



**You can now see a Specialist
Physiotherapist at your GP
surgery without seeing your
GP first.**

They will be able to assess you, investigate your condition, give advice and exercises, and refer you on to other services if needed. *Please ask at reception for more information.*



Tweet your reply

FCP Feedback



- Brilliant role
- Portfolio career
- Ability to refer directly to SMSK
- Improves patient engagement with physiotherapy treatment
- 20 minutes is sufficient
- Currently have to send GP tasks for investigation/prescribing/d eprescribing
- Liaise with Duty GP for A&G
- More understanding of the reasons behind GP referrals when triaging in secondary care
- Email support from FCP
- GPs also refer for second opinion, as well as direct access for patients-so not always true 1st contact but reduces referral
- Weekly session can lead to delay

GP Feedback



- It works best if you both keep your doors open, and keep questioning.
- FCP has skills and knowledge that I don't and vice versa.
- FCP is able to tell me when I am wasting my patients time and when it can be of value
- I can provide support with the less common presentations of clinical cases.
- As she is closer to the front door she is exposed to cases where there is more diagnostic uncertainty

Conditions



The
WILLOW
GROUP

Condition	Count
Low back pain	36
Shoulder pain	29
Knee pain	23
Hip pain	21
OA	19
Ankle pain	6
Sciatica	5
Cervicalgia	4
Headaches	2
Arm pain	2
Foot pain	2
Plantar fasciitis	2
Numbness	2
Ulnar nerve entrapment	1
Knee and hip pain	1
Fall OA	1
Tendonitis	1
Swollen knee	1
Swollen elbow	1
Hand pain and swelling	1

GTPS	Count
Achilles tendinitis	1
Tennis elbow	1
Wrist pain	1
Pain	1
Gout	1
Mechanical neck pain	1
Rotator cuff tear	1
Leg pain	1
Gluteal pain	1
Inflammatory work injury	1
Widespread pain	1
Calf pain	1
Mid back pain	1
Fall / back pain	1
Thoracic back pain	1
Neck/shoulder pain	1
Multiple joint pain	1
Carpal Tunnel	1
Grand Total	179

Outcomes



Outcome	Count
Advice	65
Exercise on prescription	35
Refer MSK	33
Exercise advice	13
Refer GP	6
Follow-up: continue exercise	3
Analgesia	1
Blood tests	1
Advice on weight loss	1
To review in 2-3 weeks	1
Blood test / refer GP / exercise on prescription	1
?	1
Already referred to MSK	1
Pt looking to go private	1
Follow-up: try ankle support	1
Private referral	1
Weight loss advised	1
Explore relaxation / mindfulness	1
Grand Total	167

Next steps



- Expand service (current 4 week wait)
- Develop 8a role
- IRMER training
- Procedures and Prescribing
- Training in bloods-ordering/interpretation
- Business case for integrated roles with PCNs