

Thurrock MSK & Physiotherapy Services

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January 2020

Changes to Services

- From 1st April 2020, MSK & Physiotherapy Services for Thurrock patients will be provided by Thurrock Health Hubs
- Locations of services closer to Thurrock residents
- Alternative hours of appointments offered
- Face to Face appointments from first contact
- One-stop service, treatment from 1st appointment

Service Specification

NHS



- Improved patient experience and service
- Increased access, closer to home and during extended hours
- Reduction in waiting times
- Timely and effective communications for patients, clinicians and carers, shared decision making
- Moving beyond traditional organisation and professional boundaries, right person, right time, right place
- Supporting self-care for patients, including proactive healthcare self-management, as well as referring patients to the range of healthcare services available. E.g. health and wellbeing, weight management
- Supporting GP practices so that patient care is provided within Primary Care
- Initial assessment and management within a co-located One-Stop model, wherever possible
- GPs and other Primary Care Health professionals will have access to advice and guidance

Acceptance and Exclusion Criteria

- Acceptance Criteria:
 - Patients aged 18 years and over
- The following services are out of scope:
 - Children (aged 18 years and under)
- Patients with following conditions will be excluded from the service:
 - Immediate life threatening conditions
 - Suspected cancers
 - Acute trauma (RTAs, Falls from height, acute phase)
 - Widespread neurology with or without upper motor neurone signs

Process

- From Monday 3rd February 2020 Thurrock Health Hubs will begin to accept referrals for new patients
- Referrals to be booked in the same way current Hub physio appointments are booked
- Accepting referrals 8 weeks prior to the start of the new contract to enable smooth transition
- Pre-1st April 2020, updated referral system to be communicated to all practices and stakeholders
- 1st April 2020, outstanding patients transferred from connect

Timeline

January
2020

- Update on service changes to Thurrock Practices, Stakeholders & Patients

February
2020

- Thurrock Health Hubs to accept referrals for all new MSK & Physio patients

March
2020

- Preparation to accept 'backlog' patients from current provider

April 2020

- Implement full service for the population of Thurrock

Patient Experience

MSK & Physio Collectively					
1) Did you visit the Health Hubs for an emergency?	Routine	Emergency			
	200	8			
2) What did you think of the service you received?	Very Good	Good	OK	Not Very Good	Bad
	184	25	0	0	0
3) Was your health problem resolved?	Yes	No	On-going		
	112	20	76		
4) Would you recommend the health hubs to any friends or family?	Very Likely	Likely	Unlikely	Not Sure	
	186	20	1	0	
5) Do you have any addition comments on the Service?	Yes	No			
	121	87			

Patient Comments

Quick appointments, listened to my concerns, worked with me to treat my priority pain

Amazed – 1 visit and much better after 9 weeks of pain

Quick appointment, time to suit working hours

Very informative, helpful – a pleasure to engage with someone who is knowledgeable

Didn't think physio would help, but it has really helped me, haven't had pain since last appointment

Excellent physiotherapist, listened, put me at ease and identified problems

Helped me to manage pain/symptoms and to understand condition. Improved quality of life

Have already recommended to people. Very good, satisfied with service, takes time to resolve problems and I don't feel rushed

Excellent facility, especially with hours given for appointment

Really put me at ease and was so helpful, really helped me, thank you for helping me

Excellent service and very quickly arranged appointments

Recommended with confidence, especially impressed with appointment on Sunday morning

Appointment booked to accommodate my free time and prompt consultation

Very helpful, friendly service, feel like staff go out of their way to help. Both receptionist and therapist

Physio was excellent, he explained my condition clearly and couldn't have been more helpful

This service is much better than the original service, quicker and more thorough

Contact Details



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Any questions?

Thank you