



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

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Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 24 September 2019

**Re: Freedom of Information Request**  
**Ref: 235 - 2019**

Thank you for your email dated the 25<sup>th</sup> August 2019, requesting information regarding MSK physiotherapy services.

The information that you require is as follows:

**Request 1:**

**Please provide details of the number of referrals received by the Trust for patients to all MSK physiotherapy services for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019**

**2016/17: 227 (outpatient physiotherapy Referrals, not MSK physiotherapy referral)**

**2017/18: 278 (outpatient physiotherapy Referrals, not MSK physiotherapy referral)**

**2018/19: 296 (outpatient physiotherapy Referrals, not MSK physiotherapy referral)**

**MSK physiotherapy service not provided by the Trust**

**Request 2:**

**Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists in General Practice**

### **Deny as service not provided by the Trust**

#### **Request 3:**

Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust

**MSK services not provided by the trust, outpatients referrals normally referred via Clinical Nurse Specialist or Doctor but patients can contact department directly for advice which may result in referral**

**Request 4: The amount of time taken between a referral (regardless of its source) to physiotherapist being made and the patient's first appointment with the physiotherapist for both routine and urgent cases**

Please provide details of the average time taken for the following financial years:

i) 2016/17 Routine:	<b>35.54 Days</b>	Urgent: <b>14 Days</b>
ii) 2017/18 Routine:	<b>30.59 Days</b>	Urgent: <b>10.75 Days</b>
iii) 2018/2019 Routine:	<b>45.85 Days</b>	Urgent: <b>12 Days</b>

c) If this is not available, please confirm if another entity, and if so which, holds this information for patients in the locality – **Not Applicable**

d) If this information is not held by you or another health body in your area, please confirm if referral to treatment times for physiotherapist appointments used to be recorded and if so, when did this cease to be measured? – **Not Applicable**

#### **Definitions of terms used in questions 2 and 3:**

***First contact physiotherapists in General Practice\**** = When a patient has an appointment with a physiotherapist instead of a GP at a GP practice

***Patient self-referral*\*\*= Patients can refer themselves to physio without seeing a GP or having a referral from anyone else.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.