

Our Ref: CTF01723

11th April 2022

Quality and Governance Service
Wirral Community Health and Care
NHS Foundation Trust
Wing 5, 1st Floor
St Catherine's Health Centre
Derby Road
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Wirral
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Re: Freedom of Information Request

Original Request and Response

1. Please briefly outline the relevant services within outpatient and/or community physiotherapy that you are commissioned to provide for musculoskeletal conditions, and any services that are specific to back pain?

Response: The Trust is commissioned to provide MSK Physiotherapy service to include treatment of upper limb, lower limb, and spinal conditions. The service provides treatment for strains, fractures and other limb problems. The service also offers acupuncture, pelvic health physiotherapy, neurology physiotherapy (including annual reviews where required) and vestibular physiotherapy.

2. What is the current average waiting time for a musculoskeletal physiotherapy appointment for a new referral or self-referral for non-specific lower back pain? (if you are not able to answer this specifically for low back pain please provide the figure for musculoskeletal physiotherapy more generally in your service)?

Response: The anticipated average wait for non-specific lower back pain patients being treated by the Trust is 20 weeks.

3. How has the waiting time for musculoskeletal physiotherapy appointments for lower back pain changed over the historical time period for which you have data? If possible, an annual figure for each of the last 5-10 years would be most helpful. (Again, please answer for general musculoskeletal physiotherapy services if you do not hold specific data for back pain).

Response: Providing this information would result in this request exceeding the cost limit and it is therefore not provided under Section 12 of the Freedom of Information Act 2000.

4. How many patients are currently on your waiting list(s) for physiotherapy services for lower back pain?

Response: There are 510 patients currently on the waiting list who have been referred for lower back pain.

5. How many patients are currently on your waiting list(s) for physiotherapy services across all musculoskeletal conditions?

Response: There are currently a total of 1074 patients the waiting list for all MSK conditions.

6. Does your musculoskeletal physiotherapy service(s) accept self-referrals from patients for back pain (as opposed to requiring a GP or primary care referral)?

Response: The service is not commissioned to accept self-referrals. The service receives referrals from patients GP and post-op referrals via secondary care.

7. What is the contract type by which you are commissioned to provide musculoskeletal physiotherapy services?

Response: Wirral Community Health and Care Foundation Trust are sub-contracted to deliver this service by Wirral University Teaching Hospital NHS Foundation Trust. National guidance states that signed 2021/22 contracts between NHS commissioners and NHS providers (NHS trusts and NHS foundation trusts) are not required. Where services continue to be provided, as is the case for this service, the nationally mandated terms of the NHS Standard Contract for 2021/22 apply and a contract incorporating those nationally mandated terms is implied as being in place between Wirral Community Health and Care Foundation Trust and Wirral University Teaching Hospital NHS Foundation Trust.

a. If paid by activity and/or outcomes/results please provide the unit costs used to charge the CCG (e.g. cost per physio appointment)

Response: This is not applicable to the Trust. See below.

b. If part of a block contract please provide the details of any KPIs (and the associated incentives) within that block contract used to measure/monitor the quality of MSK physiotherapy services

Response: Our KPI's are 2 weeks for urgent referral & 8 weeks for routine.

8. How does the average healthcare spend per patient for non-specific low back pain break down across different services and costs?

Response: The Trust does not hold this information in a recordable format.

If you are not satisfied that your Freedom of Information request has been dealt with in an adequate manner, you have the right to request a review, requiring us to review our action and response. To request a review of this response, please contact the FOI Officer, Wirral Community Health and Care NHS Foundation Trust, St Catherine's Health Centre, Derby Road, Birkenhead, Wirral, CH42 0LQ or email: WCNT.foi@nhs.net. You will receive a full response to your request for review within 20 working days of its receipt.

If you are unhappy with the way we have handled your request for review, you may ask the Information Commissioner to review our decision: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, Telephone: 01625 545700.



**Wirral Community Health and Care
NHS Foundation Trust**
Chair: Professor Michael Brown CBE DL
Chief Executive: Karen Howell