Adult MSK Physiotherapy Service update
December 2016

The Heywood, Middleton and Rochdale Adult MSK Physiotherapy Service is working hard to improve services. The team has been working on a number of initiatives to ensure care remains efficient and high quality.

**Improving data collecting and monitoring**
The patient reported outcome measure EQ5D5L is being replaced with the recently launched Musculoskeletal Health Questionnaire (MSK-HQ). This validated outcome measure is supported by the physiotherapy professional body; with support from Pennine Care’s patient experience team, this new tool will enable the team to collect more detailed patient outcomes data which will improve reporting.

**New support app**
Following analysis of patient feedback, the service is rolling out the Physiotools PT Momentum App across the borough. This aims to support patients to comply with the exercise programme they are given, by allowing them to access exercises and advice on various electronic devices. They can also set reminders and monitor their progress.

**Improving use of technology**
To support the move to paper light working, the service has now introduced electronic data transfer, which is used to share discharge communications with GP practices.

The service is also implementing Big Hand digital dictation, which will reduce the time it takes to type clinical letters and referral letters to secondary care.

In the near future, the service will implement Fax to Email, which will support the electronic receipt and transfer of patient referrals.

**Improving pathways**
With the proposed implementation of the orthopaedic integrated elective care pathway, the service has also been working recently with the CCG and members of the partnership alliance to map service delivery into the new orthopaedic clinical pathways. The integrated care pathways will help to ensure that service users can access the right orthopaedic care and diagnostics investigations at the right time and that where possible patients are supported to manage their conditions in primary care, avoiding the need for hospital or surgical intervention.

**Shared decision making**
Evidence shows that shared decision making (SDM) in patient consultations can help to reduce referrals to secondary care services and empower patients. The team is currently working with colleagues in podiatry and physiotherapy in the Oldham and Trafford boroughs to develop a Pennine Care wide approach.

Staff will be invited to attend training and supported to embed SDM in their day-to-day role.