

Sent via email

FOI 2016/110

19th July 2016

Dear [REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
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London
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Freedom of Information Act 2000 request: Physiotherapy and rehabilitation service

With reference to your request for information, dated 6th July 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1. *Please confirm/deny whether there is a community rehabilitation service in your area for treating the following conditions:*
 - Hip fracture
 - Stroke
 - COPD

FOR GUIDANCE: By 'community rehabilitations service' we mean one that is generally delivered by a multi-disciplinary team, which may include physiotherapists, other health and social care professionals and the third sector. It enables people with limitations in function to remain in or return to their home or community and it is not dependent on the diagnosis of a particular condition, but covers all long term conditions and people of all ages.

2. *Please provide the patient pathway for accessing any services confirmed in request one.*
3. *Please provide the waiting times for accessing any services confirmed in request one.*
4. *Please confirm/deny that patients can be a) re-referred into or b) self-refer back into any services confirmed in request one.*
5. *Please confirm the staffing make up of any services confirmed in request one.*
6. *Please confirm/deny that patients can access MSK physiotherapy through each of the following pathways:*
 - *By referring themselves directly to the physiotherapy service*
 - *By seeing a GP and being given the details to book a physiotherapy appointment themselves*
 - *By seeing a GP who arranges the referral to the physiotherapy service*
 - *By seeing a physiotherapist directly in a GP practice*
 - *Other (please provide details)*

7. Please confirm/deny that patients can access physiotherapy for their existing long-term condition through each of the following pathways:
- By referring themselves directly to the physiotherapy service
 - By seeing a GP and being given the details to book a physiotherapy appointment themselves
 - By seeing a GP who arranges the referral to the physiotherapy service
 - By seeking a Physiotherapist directly in a GP practice
 - Other (please provide details)

Our response:

Please see below our responses from the appropriate community rehabilitation services in Barnet. Please note our response does not include any of the services outside of this area.

1.
 - MSK – N/A
 - ICS (Intermediate Care Service) – would accept appropriate referrals for rehab including hip fracture and stroke.
 - COPD – in Barnet, West Herts and Harrow. These are MDTs that are specifically for the management of respiratory conditions so the guidance given may not be applicable.
2.
 - MSK – N/A
 - ICS – Referrals are accepted from GPs, acute hospitals and other health care professionals.
 - COPD – Referrals are accepted from GPs, acute hospitals, other health care professionals and patients.
3.
 - MSK – N/A
 - ICS – Waiting times are determined by the urgency of the referrals and the key performance indicators related to the service.
 - COPD – Waiting times are determined by the urgency of the referrals and the key performance indicators related to the service.
4.
 - MSK – N/A
 - ICS – Patients can be re-referred. They can also self-refer during their episode of care.
 - COPD – Patients can be re-referred. They can also self-refer during their episode of care.
5.
 - MSK – N/A
 - ICS – Physiotherapy, Occupational Therapy, Technical Instructors, Rehabilitation Care Workers, Management, Administration, Speech and Language Therapy.
 - COPD – Barnet: Nursing 8.0, Physio 2.5 and Admin 1.6 WTE.
 West Herts: Nursing 16.3, Health Care Assistants 3.0, Physio 6.6 and Admin 3.4.
 Harrow: Nursing 3.0 and Physio 1.0.

6.
 - *MSK – At present, patients can access MSK Physiotherapy by seeing a GP who arranges the referral to the Physiotherapy service.*
 - *ICS – N/A*
 - *COPD – N/A.*

7.
 - *MSK – At present, patients can access Physiotherapy by seeing a GP who arranges the referral to the Physiotherapy service.*
 - *ICS – N/A*
 - *COPD - By referring themselves directly to the physiotherapy service and By seeing a GP who arranges the referral to the physiotherapy service.*

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Jonathan Walmsley
Information Governance Facilitator
Central London Community Healthcare NHS Trust