

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

18 September 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0299**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**////////////////////REQUEST**

I am writing to request the following information under the Freedom of Information Act:

**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

**1, 2016//17 – 11503**

**2, 2017/18 – 12653**

**3, 2018-19 - 10240**

**Request 2:** Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists (FCP) in General Practice

**Yes the Trust uses FCP in general practise as part of our MSK service**

**Request 3:** Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust

**Currently self-referral is limited to staff only across Trust services, and at individual practises where the in house physiotherapist works closely with the GPs, with local agreement.**

**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: **6-8 weeks**; Urgent: **1 week**

ii) 2017/18 Routine: **6-8 weeks**; Urgent: **1 week**

iii) 2018/2019 Routine: **6-8 weeks**; Urgent: **1 week**

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

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?

**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.

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 01625 545 745     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

**Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)