

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 27 August 2019.

I am pleased to confirm the following.

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 = This is not recorded as not on electronic system at this point, ii) 2017/18 = 3,626 and iii) 2018/2019 = 3,461

Request 2: Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists in General Practice – No

Request 3: Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust – No

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 – Prioritisation system in place as follows: -

A (urgent) – 1-2 working days

B Less than 1 week

C less than 2 weeks

D – routine (typically greater than 2 weeks but as long as the waiting list requires)

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

i) 2016/17 Routine: Urgent: Not recorded.

ii) 2017/18 Routine: Urgent: Not recorded.

iii) 2018/2019 Routine: Urgent: Not recorded.

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? We use Referral To treatment Times are all patients but do not record it by urgency

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Department
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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