

GP VIEWS OF THE FIRST CONTACT PHYSIOTHERAPY (FCP) SERVICE IN CTMUHB

BACKGROUND

The First contact Physiotherapy service has been operational within Primary Care clusters in CTMUHB for 3-4 years. When submitting a bid for permanent investment we lacked data on stakeholder feedback.



METHODOLOGY

A questionnaire was drafted with 9 questions via Microsoft forms to send out to all the GP practices in 7 clusters within the health board. Questionnaires were the choice of method as it is timely, can reach all of the GP practices via the Physiotherapy staff and the GP practices own communication systems via Vision/EMIS or through email via the Practice Managers. The data was stored via Microsoft Forms facility and only accessible by the author of the questionnaires, Ben Harrison. The data was then transferred to a password protected spreadsheet for analysis purposes

RESULTS

62 responses.

6 THEMES

ACCESS- Easier for patients to access from a geographical point. Care closer to patients homes.

Easier to access than secondary care services

WORKLOAD- reduced MSK caseload for GPs

EXPERTISE- Seeing the right person at the right time

PROCESS- some confusion over processes

POSITIVITY- overall positive comments from GPs

RECOMMENDATION- 100% of respondents would recommend the service to family and friends.



Quarterly quantitative data for CTMUHB FCP service

CONCLUSION

Extremely pleased with response – rate (62)

Overall positive response to the questionnaire.

Lots of benefits to patients and GPs

Aligns with Healthier Wales policy and CTMUHB 2030 strategy