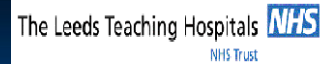




# The Leeds Primary Care NHS Trust Musculoskeletal Service



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## Background & Development

Musculoskeletal conditions are a common cause of disability and form an estimated 30% of all GP consultations. Patients are referred to a variety of service and endure some of the longest waiting times.

The Leeds Primary Care trust developed the Musculoskeletal (MSK) Service in 2000 with the aim of providing a locality based comprehensive assessment and treatment facility for patients with non-surgical musculoskeletal conditions. The main driver for the development of the service was the huge strain placed on the Orthopaedic Services of the Leeds Teaching Hospitals NHS Trust (LTHT) due to large referral numbers. There were low conversion rates from first outpatient appointment to surgery and access targets were being missed.

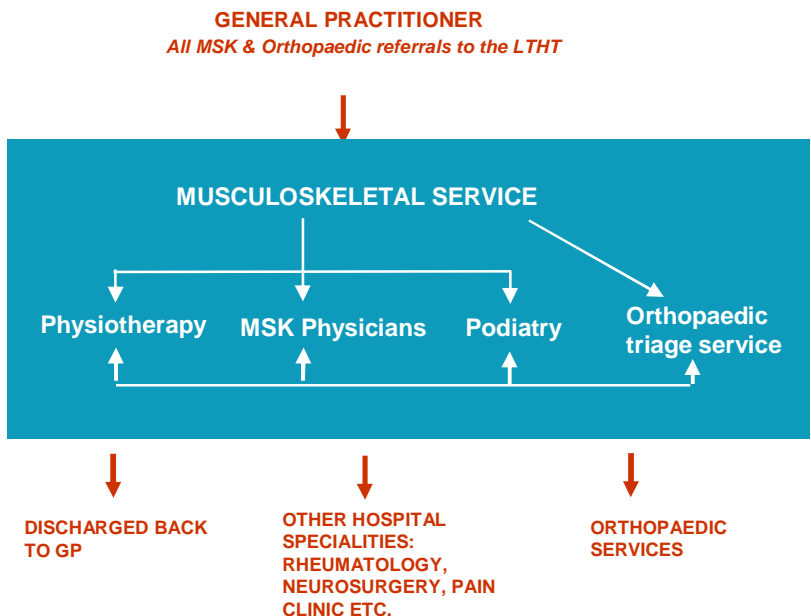
This Multidisciplinary service is currently provided through 40 local settings across the Leeds PCT. Approximately 35,000 referrals are now received per year from GP's and other hospital specialties. Since 2001 the MSK service has also been the single referral point for all GP Orthopaedic referrals.

In July of 2006, the Department of Health published the Musculoskeletal Services Framework aiming to improve care for this group of patients. The Leeds PCT Musculoskeletal Service is in line with these recommendations

## The team

Two musculoskeletal physicians, sixty physiotherapists, one osteopath and four podiatrists.

## Referral Pathway



## Services Provided

All referrals are triaged to care pathways:

1. MSK Physiotherapy and Medical assessment
2. MSK Physiotherapy and Peripheral Injection service
3. MSK Doctor Acute Sciatic Clinic – including epidural & nerve root blocks
4. Hip and knee integrated care pathway
5. MSK Biomechanical podiatry
6. An Orthopaedic triage system (OTS)
7. The Leeds Incapacity Employment Project

## Outcome

A service review was done in 2003 by Primary and Secondary care Clinicians and Managers. The following was identified:

### 1. Referrals to the MSK Service

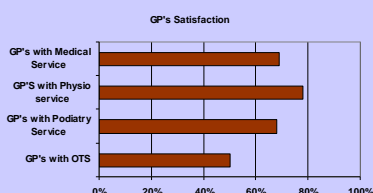
- In the year 2002/2003, the MSK team received 28,526 referrals generating 88,698 patient contacts

	Physician	Physio	Podiatry
Referrals	1,188	24,897	2441
Initial Contact	1,204	21,417	1788
Follow up Contact	1,998	60,106	2,185

- The Orthopaedic triage service received 3656 referrals of which 1510 were managed without recourse to secondary care

### 4. Stakeholder satisfaction

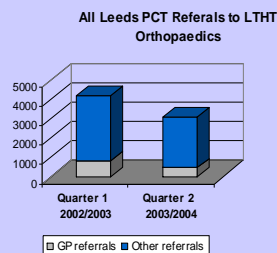
Questionnaires were sent to Stakeholders including GP's, Consultants and Patients seen by the service. Questions were asked regarding usage and satisfaction with the service. Results for GP satisfaction are shown below



86% of patients were very satisfied or satisfied.

### 2. Impact on LTHT Orthopaedic Services

Referrals to Orthopaedic Services in the Leeds Teaching Hospitals NHS Trust were reviewed over the 18 months prior to the review



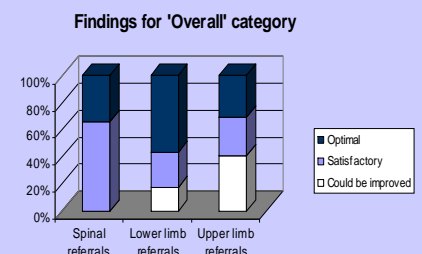
GP referral fell from 809/quarter to 460/quarter (representing a 46% drop). Other referrals fell from 3363/quarter to 2622/quarter (a 22% drop)

### Orthopaedic conversion rates

The conversion rate for Orthopaedics from first outpatient appointment to surgery has changed from an estimated 40% in 2000 to 80% in 2003

### 3. Quality of Care assessment

An audit of randomly selected 114 MSK service case notes was carried out by an independent group of clinicians to assess Quality of care. The cases were subdivided into anatomical groupings and audited in a number of domains including an overall category. In each area, findings were recorded as 'optimal', 'satisfactory' and 'could be improved'. Given below are the results of the overall category



100% of spinal cases, 83% of lower limb cases and 59% of upper limb cases

## Conclusion

Over the past 7 years, the Leeds PCT MSK service has been successful in its remit to provide comprehensive MDT based care to Leeds patients with MSK problems. The 2003 service review provides evidence of the effectiveness of the service and demonstrates that despite the complexity of care pathways, key stakeholders including GP's and patients believe that the service has fulfilled its aims. Furthermore, over the recent years, the service has expanded in response to PCT commissioning and consequently become increasingly diverse as new elements are added.