

Freedom of Information Request

Ref: 22-067

21 March 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

1. Please briefly outline the relevant services within outpatient and/or community physiotherapy that you are commissioned to provide for musculoskeletal conditions, and any services that are specific to back pain?

At the Bristol site we provide a general out-patient service for musculoskeletal conditions and provide speciality services for musculoskeletal conditions, hydrotherapy, hand rehabilitation, haemophilia, pain management, pelvic health, pregnant backs, rheumatology, gym rehabilitation.

Back pain patients will be seen predominately in general out-patient service , pain management, pregnant backs, and rheumatology services.

At the Weston site we provide a general out-patient service for musculoskeletal conditions and provide speciality services for musculoskeletal conditions, hand rehabilitation, pelvic health, pregnant backs, rheumatology, gym rehabilitation.

Back pain patients will be seen predominately in general out-patient service , pregnant backs, and rheumatology services.

2. What is the current average waiting time for a musculoskeletal physiotherapy appointment for a new referral or self-referral for non-specific lower back pain? (if you are not able to answer this specifically for low back pain please provide the figure for musculoskeletal physiotherapy more generally in your service)

Bristol: We are at present on an urgent only service; acute non-specific back pain patients are seen withing 10 days of receipt of referral

Average Wait for general out-patient (not specific to back pain) 12 weeks

Weston: We are at present on an urgent only service; acute non-specific back pain patients are seen withing 10 days of receipt of referral

Average Wait for general out-patient (not specific to back pain) 10 weeks

3. How has the waiting time for musculoskeletal physiotherapy appointments for lower back pain changed over the historical time period for which you have data? If possible, an annual figure for each of the last 5-10 years would be most helpful. (Again, please answer for general musculoskeletal physiotherapy services if you do not hold specific data for back pain).

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

4. How many patients are currently on your waiting list(s) for physiotherapy services for lower back pain?

We do not hold this information

5. How many patients are currently on your waiting list(s) for physiotherapy services across all musculoskeletal conditions?

1602

6. Does your musculoskeletal physiotherapy service(s) accept self-referrals from patients for back pain (as opposed to requiring a GP or primary care referral)?

Yes

7. What is the contract type by which you are commissioned to provide musculoskeletal physiotherapy services?

Block

a. If paid by activity and/or outcomes/results please provide the unit costs used to charge the CCG (e.g. cost per physio appointment)

Not applicable

b. If part of a block contract please provide the details of any KPIs (and the associated incentives) within that block contract used to measure/monitor the quality of MSK physiotherapy services

Bristol and Weston: Block. MSK HQ patient reported outcome measure results and waiting lists reviewed monthly with Clinical Commissioning Group (CCG)

8. How does the average healthcare spend per patient for non-specific low back pain break down across different services and costs?

We do not hold this information

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to 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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust