



We are  
Musculoskeletal Care

# Transformation of

# MSK Services to FCP Model in Halton, Cheshire

## BACKGROUND:

- Within the Halton area, the MSKCATS team provides services for a population of 126, 000
- Serves 15 GP practices
- Daily paper triage within MSKCATS
- Support of a Consultant Rheumatologist and Consultant Anaesthetist who both provide weekly primary care clinics within MSKCATS

## THE OLD MODEL:

- The patient attended the GP, and the GP would organise a referral to MSKCATS for further assessment/treatment.

## PROBLEMS:

1. Waiting times (approximately 12-14 weeks)
2. Inconsistent approach from GPs with respect to management of musculoskeletal conditions.
3. 2.5 WTE Clinical Staff and 2.0 WTE Administrative Staff

## TRANSFORMATION:

- December 2014 - Stakeholder engagement event where the CCG looked at the future of MSK services
- May 2015 - Process mapping event with providers and commissioners to look at pathway development
- Formation of transformational change groups
- Meetings held with different patient forums in GP practice
- October 2015 - Lisa Horne appointed MSK Clinical Lead for Halton CCG to lead the project
- November 2015 - Trial of the new service in local GP practice for 3 months
- May 2016 - Halton CCG agree to implement first point of contact service
- May 2016 - Funding secured to increase clinical staff from 2.5 WTE to 5.5 WTE and administration staff from 2.0 WTE to 3.0 WTE
- Promotion of service included local radio interviews, business cards, leaflets, articles in local newspaper and Warrington and Halton Hospitals NHS Foundation Trust website updated
- IT training for new computer system
- Overhaul of patient information and advice leaflets
- Pathway development with secondary care consultants

**OUR VISION:**  
First Contact Practitioner Model in line  
with Five Year Forward View vision.

## GO LIVE - APRIL 2017

Face to face assessment

Referral to  
primary care



Advice/Exercises

Referral to  
secondary care

Reject/refer back  
to GP

AHP's

Investigations

Refer back to  
GP



Injection

AHP's

Orthopaedics

Chronic Pain  
Management  
Service

Rheumatology

Primary Care  
Clinics

**New Model** → 1. Patient contacts MSKCATS directly via a designated phone number and is allocated an appropriate appointment  
2. 5.5 WTE Clinical Staff and 3.0 WTE Administrative Staff

**Benefits** → 1. Shorter waiting times (3-4 weeks)  
2. Appropriate clinical decisions made early on in the patient journey  
3. Beneficial effect on local Physiotherapy waiting list  
4. Cost saving for Halton CCG due to reduction in investigations and onward referrals

**Variations** → 1. Different time allocations for telephone triage 10 minutes vs. 15 minutes  
2. Solely using telephone triage  
3. Peripheral / Spinal split - teams split according to different timetables  
4. Removing telephone triage in favour of directly bookable appointment slot

## STATISTICS:

- Upwards of 11,000 patients referred to MSKCATS since April 2017
- Friends and Family Test - 5/5 ★★★★★
- Conversion Rates - 80% average
- Reduction in appointment waiting times - 12/14 weeks reduced to 3/4 weeks

## LOOKING FORWARD...

- Continue developing pathways with Consultants (Orthopaedics, Pain and Rheumatology)
- Continue working with Halton CCG on developing methods of expansion for MSKCATS
- Continue to provide a high quality, standard of care for the patients of Runcorn and Widnes
- Develop involvement in national discussions regarding FCP Services