

## **AHP Suffolk: online self-referral platform for MSK physiotherapy services**

### **Quick intro to yourself and any contact details you're happy to share ...**

My name is Joseph Russell. I am the Clinical Information Lead at AHP Suffolk. For further information please contact me at [joseph.russell2@nhs.net](mailto:joseph.russell2@nhs.net).

### **What physio services do you provide? (e.g. specialty, conditions, location, patient demographics)**

AHP Suffolk are a social enterprise delivering MSK physiotherapy across Suffolk and online triage and patient administration services across East Anglia and London.

### **What tools are you using to deliver your physio services digitally?**

Our online self-referral site allows patients to refer themselves 24/7. Referrals can then be triaged quickly and efficiently from anywhere by a physiotherapist, and an individualised package of advice, guidance and exercises sent to the patient. This data can then be transferred to the local electronic health record.

### **How have these services replaced face to face contact?**

This approach has reduced demand on primary care. Patients are supported to self-manage or start working towards recovery before they attend after referral.

### **What is the clinician's experience of using the digital tools?**

This is quick, and easy to implement and use. The self-referral site has significantly reduced waiting times for contact in all instances where it has been deployed.

### **Do you have any patient feedback on digital physio service offer?**

Patient feedback has been very positive, over 95% on NHS friends and family scores