

MUSCULOSKELETAL (MSK) FIRST CONTACT PRACTITIONERS

MANAGING MSK WORKLOAD ACROSS
YOUR GP PRACTICE NETWORK

EXPERT PERSONALISED CONVENIENT

RESPONSE
PHYSIO & SPORTS THERAPY

One of the biggest challenges facing the NHS and GP practices is the workload and shortage of qualified GPs to do the work required.

- Low back and neck pain are the greatest cause of years lost to disability in the UK
- Chronic joint pain or osteoarthritis affects more than 8.75 million people
- Musculoskeletal conditions account for 30% of all GP appointments

NHS England 2020

Introducing a MSK First Contact Practitioner as a member of the expanding GP and PCN teams is one solution to an already stretched Primary Care sector. The benefits include;

- GP MSK workload is significantly reduced
- Patients have easier to access physiotherapy, reducing waiting list times
- Upskilling of GPs and In-house teams on MSK related disorders

As an independent provider of MSK FCP services, we can deliver the highest quality of care with the required practitioner training, supervision and support to launch with an optimal FCP service whilst developing the service to provide a fully accredited FCP role within the HEE roadmap.

Why Choose Response Physio & Sports Therapy?

For over 12 years, we have been providing expert musculoskeletal (MSK) physiotherapy services to individuals, business and the NHS.

We deliver First Contact Practitioner services to several GP practices and Primary Care Networks (PCN) throughout the UK. Our face-to-face FCP services are supported by the latest exercise prescription software and virtual options to improve choice and promote better patient outcomes.

With an extensive network of experienced chartered physiotherapists and a dedicated support team, we can provide increased capacity to your general practice, new expertise and provide patients with faster access to the right care.



NETWORK OF
CLINICS



FAST ACCESS TO MSK
EXPERTISE



CHARTERED
PHYSIOTHERAPISTS



VIRTUAL
CAPABILITIES



COST SAVINGS



REDUCED WAITING
LISTS / GP
WORKLOADS

Our Approach

Our First Contact Practitioner approach is fully self-supported and aligned with the Health Education England (HEE) 'Roadmap to practice' and NHS England's capability framework.

- All our FCPs are regulated, skilled MSK physiotherapists trained to provide expert MSK assessment, diagnosis and first-line treatment, self-care advice and if appropriate onward referral
- Each FCP is supervised by an experienced clinical line manager

Clinical and operational direction is overseen by our Clinical Director, Matthew Taylor, who has over 20 years' experience across the NHS, elite sports and the private sector.

We also invest in our FCP continual professional development programme. We offer peer to peer support for day to day clinical resolution, an internal program of training designed to develop clinicians for FCP roles and in-house qualified FCP supervisors to validate education and training for full FCP registration and accreditation.

Our Service Delivery

Our unique approach is supported by a flexible, value for money service delivery model that can be tailored to the needs and demographic of individual Primary Care Networks (PCN).

Each service option can be stand-alone or combined to create the right approach for your PCN and GP network.



ON-SITE INDIVIDUAL CLINIC APPROACH

Patients can see a MSK physio FCP at each of the local GP practices across the PCN on a rota basis



PCN HUB BASED APPROACH

Patients can be seen via an FCP located at designated GP practices which serve all GP practices within the PCN



REMOTE HUB BASED APPROACH

Patients can access expert MSK FCP service for your GP or PCN remotely

Experience has shown that member GP practice engagement is key to success. We offer a complete implementation and support service to maximise engagement, outcomes and efficiency.

- **UPSKILLING AND TRAINING** - for GPs CPD and the practice support team to ensure they can identify suitable MSK presentation for FCP appointments.
- **INTERNAL MARKETING SUPPORT** - through various channels, to promote awareness of the FCP service within your PCN network practices.

Our Service Costs

Our FCP offering can provide you with a quality cost-effective method of delivering patient care.

We can be flexible to your needs and can adjust the service offering for your practices or PCN. If you would like to discuss our FCP service please get in touch.

OPTION 1 - REDUCED HRS	OPTION 2 - WTE HRS
ARR Budget	ARR Budget
Reduced FCP hours	Whole-time equivalent hours
No Incremental management fee	Management fees (dependant on the scale of FCP service)

“ We have found Response Physio & Sports Therapy to be a very approachable and easy organisation to work with, delivering first contact physio (FCP) service to our 125,000 patients. We spent quite a lot of time exploring options but have been very pleased with our decision to work with Response to outsource the provision of MSK FCP services within our practices. The staff and most importantly patients have offered very positive feedback. ”

Dr Matthew Jelpke FRCGP - Clinical Director Rushcliffe PCN



To find out more about our First Contact Practitioner services

please get in touch with Martin Grieve,
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