

**Request for information under the Freedom of Information Act – 2022.1094
Released – 7 March 2022**

Thank you for your email received 10 February 2022 requesting information regarding musculoskeletal services.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

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?

The adult MSK physiotherapy service in KCHFT is commissioned to receive MSK referrals for physiotherapy in an out-patient setting. The referrals are for the whole body, there is not a separately commissioned back pain pathway for physiotherapy.

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)

13.4 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).

2014 – 3.3 weeks
2015 – 5.2 weeks
2016 – 4.9 weeks
2017 – 5.1 weeks
2018 – 6.4 weeks
2019 – 7.1 weeks
2020 – 5.5 weeks

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

1,866

Chair John Goulston Acting Chief Executive Gordon Flack
Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

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

6,167

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 in North Kent & Dartford Gravesham & Swanley.

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

Block contract and AQP (any qualified provider).

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)

Costs vary due to different commissioning arrangements and contracts.

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

Patient experience, access times & clinical outcomes.

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

Unfortunately we are not able to provide a response for this part of your request as we cannot breakdown the spend.