



**South Worcestershire
Clinical Commissioning Group**

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Jane Stanley
Director
Healthwatch Worcestershire
Civic Centre
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Dear Jane

Re: Healthwatch Worcestershire – What do patients think about the Fracture Clinics at the Worcestershire Acute Hospital Trust? – Survey Report July 2019

Thank you for the above-mentioned survey report which we read with interest particularly as the MSK Transformation Team is about to embark on collaborative work with Worcestershire Acute Trust to redesign trauma pathways. The content of the report will help us to focus on elements of the work stream such as rapid access to a specialist rather than automatic provision of an appointment for simple fractures. Of course, this will require the production of patient information which is a common thread throughout the report.

In reviewing the survey report we have the following comments on the recommendations pertinent to the provider and commissioner:

(1) Alternatives to face to face appointments

In transforming outpatient services, we are keen to explore alternatives to face to face consultations which not only produce efficiencies but benefit patients in not having to attend a hospital appointment. In developing these new pathways, we intend to draft service specifications which ensure patient preferences and accessibility issues (disability) are taken account of.

Chair: Dr Anthony Kelly
Accountable Officer: Simon Trickett

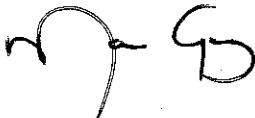
(2) Seeing an Advanced Physiotherapy Practitioner

We absolutely agree that we should explore how the role of the Advanced Physiotherapy Practitioner (APP) could be used to enhance the delivery of Fracture Clinic Services. To this end, we have a Task and Finish Group already established to explore how the new county-wide APP service can be developed and enhanced to support not only fracture patients but the wider orthopaedic population, post-surgery.

Thank you for your comprehensive and informative report; we greatly appreciate inclusion of the survey question around whether patients are agreeable to being seen by an Advanced Physiotherapy Practitioner. It was pleasing to read that most patients (65%) would be agreeable to being seen by the APP service provided they have the right skills and training. Clearly, we need to design a strategy which positively exposes the APP service and their role as this will ultimately help to release consultant capacity; improving waiting times.

Finally, thank you for Healthwatch Worcestershire's work involved in delivering this invaluable report and for your continued support to the MSK Transformation Programme.

Yours sincerely,

PP


Simon Trickett
Accountable Officer