

Ref: FOI/CAD/ID 3734

**Please reply to:**  
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### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Physiotherapy appointments.

*1 How many physiotherapy appointments are made each Year with the Hospital/Trust?*

- a. How many of these are postponed/re-appointed for a later date*
- b. How many are cancelled*
- c. How many are DNA*

*2 How much is the Trust paid for each Physiotherapy appointment by the CCG (please indicate if there are different tariffs with different CCGs)*

- a. For the initial appointment*
- b. For the follow-up appointments*
- c. Is the Trust paid for cancellations?*

*3 How many referrals are from Acute Medicine (ED/Fracture/Ortho) to the Physiotherapy department are there per Year and how many from Primary Care.*

*4 Does the Trust work with any none NHS rehabilitation partners?*

- a. Please identify which speciality for rehabilitation*
- b. Please indicate the organisation*

*5 What is the mean and modal average waiting time (in days) for a physiotherapy appointment from initial referral from an NHS service (GP/Acute/other) to receipt on initial treatment at the physiotherapy department?*

- a. How are changes of appointment communicated?*

*6 For those attending a timed/scheduled/booked appointment at the physiotherapy department*

- a. how many are treated at that time stated on the appointment*
- b. For those not treated at the booked time, what is the average waiting time discrepancy from scheduled appointment to actual appointment*
- c. How long is the mean and modal average scheduled appointment time (in minutes)*
- i. How long is the actual mean and modal appointment (in minutes)*

*d. How many patients' appointments re-scheduled after turning up at the booked time, but are unable to be seen due to delays*

*7 Does the Trust face any penalties for cancellations/re-scheduling appointments from Government/NHS/CCG?*

*8 What is the Trusts official stance on referrals to Private Physiotherapy services?*

*9 Does the Trust offer any private/paid for physiotherapy/rehabilitation service?*

Information taken from statistics available for year 2015-16

1 33022 appointments were attended across all of our Physiotherapy clinics.

a. Number postponed/reappointed at a later date – The Trust can only advise the cancellations broken down by who cancelled them and an assumption has been made that any cancelled by hospital would be given a reappointment.

CancelBy	New	Follow-Up
	273	1591
H	621	1707
P	660	2786
Total	1554	6084

b. Number cancelled – 1554 New and 6084 FU, giving a total of 7638 (as shown in the table above)

c. Number DNA's – 376 new and 1593 FU, giving a total of 1969

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a. West Kent CCG pays £38.60 for patients treated under our "Any Qualified Provider (AQP) "arrangement for Direct Access Back & Neck conditions. From October 2016 WKCCG will be paying MTW for our non AQP activity at a rate of £53.93 for initial appointments and £41.72 for follow –ups.

b. West Kent CCG pays £26.68 for patients treated under our "Any Qualified Provider (AQP) "arrangement for Direct Access Back & Neck conditions.

c. No, payment is only received for patients who attend and have been treated.

3 We received 217 referrals from A&E last year, 6821 referrals from Orthopaedics and 1450 from Primary care. Referrals from other MTW specialities were 3756.

4 Not for Physiotherapy rehabilitation.

a. Not applicable

b. Not applicable

5 During the last financial year the waiting time for Physiotherapy treatment was 2 weeks maximum for acute conditions and 6 weeks for routine conditions. All Urgent AQP Direct access patients were offered an appointment within 10 working days of receiving their appointment

a. By telephone (e.g. due to Physiotherapist sickness) and followed up by letter if sufficient notice available.

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a. 95%

b. No patient waited for longer than 15 minutes past their scheduled appointment time, our standard is not to allow patients to wait longer than 10 minutes past their appointment time.

c. All appointments for Msk Physiotherapy are scheduled for 30 minutes. Hand Therapy appointments are scheduled for 20 minutes and outpatient Neuro appointments are scheduled for 1 hour.

d. If patients arrive in time for their booked appointment they are never re-scheduled. The only occasions where patients may be rebooked is where they have arrived too late for their appointment.

7 There are no penalties applied for cancellation or rescheduling of physiotherapy appointments.

8 There is no Trust official stance on referrals to Private Physiotherapy Services.

9 The Wells Suite (Private Ward within the hospital) offers private Physiotherapy for in patients as required.