



East London
NHS Foundation Trust

Information Governance

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Our reference: FOI DA3185

I am responding to your request for information received 2nd August 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Please see the Trust's responses for its different localities below.

Bedfordshire

Request 1: Please provide details of the number of referrals received by the Trust for patients to physiotherapy service for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019

Answer: Please see table below which covers the Bedfordshire physiotherapy service.

Financial Year	Total
2016-17	3969
2017-18	3833
2018-19	3974

Request 2: Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists in General Practice

Answer: The Bedfordshire musculoskeletal services do not include first contact physiotherapists in General Practice.

Request 3: Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust

Answer: In Bedfordshire, patients cannot self-refer to physiotherapy services within the MSK services provided by the Trust.

Request 4: The amount of time taken between a referral (regardless of its source) to physiotherapist being made and the patient's first appointment with the physiotherapist a) Please provide details of the average time taken for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019 b) If this is not available, please confirm if another entity, and if so which, holds this information for patients in the locality. c) If this information is not held by you or another health body in your area, please confirm if referral to treatment times for physiotherapist appointments used to be recorded and if so, when did this cease to be measured?

Answer: Please see table below which covers the Bedfordshire physiotherapy service.

Financial Year	Average wait (weeks)
2016-17	3.6
2017-18	3.7
2018-19	3.4

Newham

Please note Tower Hamlets MSK is not provided by ELFT.

This information relates to the Newham ELFT Physiotherapy MSK service only.

Request 1: Please provide details of the number of referrals received by the Trust for patients to physiotherapy service for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019

Answer: Please see table below. Please note, data is only available from 2017/18 September to March, this is due to the service moving to a new clinical system.

Number of referrals:

Service	Sept 2017 - March 2018	April 2018 - March 2019
MSK only	9304	25,551

Request 2: Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists in General Practice

Answer: The Newham musculoskeletal services do not include first contact physiotherapists in General Practice.

Request 3: Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust

Answer: In Newham, patients can self-refer to physiotherapy services within the MSK services provided by the Trust. This has been in place since 2009.

Request 4: The amount of time taken between a referral (regardless of its source) to physiotherapist being made and the patient's first appointment with the physiotherapist a) Please provide details of the average time taken for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019 b) If this is not available, please confirm if another entity, and if so which, holds this information for patients in the locality. c) If this information is not held by you or another health body in your area, please confirm if referral to treatment times for physiotherapist appointments used to be recorded and if so, when did this cease to be measured?

Answer: Please see table below. Please note, data is only available from 2017/18 September to March, this is due to the service moving to a new clinical system.

The information does not include DNA or cancellations. Delays are due to patients being unavailable or uncontactable which adds a delay to the waiting time.

Service	Sept 2017 - March 2018	April 2018 - March 2019
MSK only	27 days	28 days