

Information Governance

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23rd February 2022

Our reference: FOI DA4095

I am responding to your request for information received **10th February 2022**. 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,



Lara Cousens
Information Governance Manager – Individual Rights

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
Wycliff 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

Chair: Mark Lam

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Request:

Question 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?

Answer: ELFT are commissioned to provide musculoskeletal (MSK) out patient, adult services.
In addition ELFT also see children with MSK conditions as a non-commissioned speciality.

Question 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)

Answer: The average wait time for MSK appointments is 9 weeks. Please note this is for all referrals and is not recorded broken down by condition.

Question 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).

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

The Trust has reviewed your request for information and in order to collate this information, staff would have to gather information from different sources across different IT and paper platforms. This would take approximately 28 hours to obtain all relevant information in order to respond to this question.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

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

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

- (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
- (b) if that is the case, to have that information communicated to him.

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This information is not recorded broken down by condition and the Trust is therefore unable to answer this question.

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

Answer: The total number of service users waiting to be seen for a first contact is 3812.

Of that number 2543 have a first appointment booked.

1269 do not have a booked appointment (as we operate partial booking and they may not have contacted us to book).

Question 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)?

Answer: The MSK services accepts self-referrals for this condition.

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

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)

Answer: The contract type is a block contract and is therefore not broken down by activity.

Question 7: b. If part of a block contract please provide the details of any Key Performance Indicators (KPIs) (and the associated incentives) within that block contract used to measure/monitor the quality of MSK physiotherapy services

Answer:

- The service has been effective for the patient.
- The service has offered positive patients experience.
- The service has offered the user a seamless journey.
- Staff have access to trend information.
- There is evidence of continuous quality improvement.

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

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.

The Trust does not record the information broken down by conditions and services and is therefore unable to answer this question.

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