Self Referral
- Opportunities and Challenges

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SR Benefits for NHS patients

- present sooner
- high levels of patient satisfaction
- more backs and necks
- wait less
- more autonomous
- off work less
- more complete Rx
- same outcomes

Holdsworth LK, Webster VS, McFadyen AK. Are Patients who Refer Themselves to Physiotherapy Different from those Referred by GPs?: Results of a National Trial Physiotherapy 92 PP 26-33 March 2006

Self Referral pilots to musculoskeletal physiotherapy and the implications for improving access to other AHP services. DH Report 2008
SR Benefits - for service

- no increase in demand
- fewer DNAs
- less prescribing, investigations and secondary referral
- time savings for GPs and patients
- cost effective
Support from the highest level

“Self referral will help both vulnerable members of society and those with busy lives by providing quicker access without the unnecessary hoop-jumping of going to see the doctor first” Alan Johnson, Secretary of State for Health, October 2008

NHS Operating Framework 2009/10 recommends self referral
Challenges

- Perception that demand and waiting times will rise
- Additional funding will not be available
- Reticence to market effectively
- Data collection is limited
- Local IT support is inconsistent
- Concern about medical resistance to changes
- Limited evidence of models other than MSK
CSP Response

• Implementation tools
  – ‘Making the case’
  – Action plan
  – Data collection tool
  – Power point presentation
  – Patient leaflets and posters
CSP response (cont)

- Network of self referral champions
- Implementation workshops
- Interactive network
- Ongoing evaluation
- Continued promotion of benefits of self referral to be included in appropriate government policy initiatives