International Summit on Direct Access and Advanced Practice in Physical Therapy

Policy, Leadership and Development

Washington
October 2009

Shelagh Morris
Allied Health Professions Officer
System reform

AHPs transforming health and social care

Money following the patients, rewarding the best and most efficient providers, giving others the incentive to improve

(transactional reforms)

More choice and a much stronger voice for patients

(demand-side reforms)

More diverse providers, with more freedom to innovate and improve services

(supply-side reforms)

Better care
Better patient experience
Better value for money

A framework of system management, regulation and decision making which guarantees safety and quality, fairness, equity and value for money

(system management reforms)
Structural reform

- Sets national standards, policy and priority for the NHS
- Performance manages SHAs

The Department of Health

- Lead local planning exercises to ensure that national priorities are met within resources
- Performance manage PCTs and non FT NHS trusts

10 Strategic Health Authorities

- Secure provision of services to meet local needs and national & local priorities
- Manage contracts to ensure services are delivered to standard

through contract management

Monitor

- Authorises and monitors Foundation Trusts (FTs) to ensure compliance to terms of authorisation including financial duties
- Intervenes if FTs breach terms of authorisation or appear likely to

Healthcare Commission

152 Primary Care Trusts

GPs, Dentists, Opticians, Pharmacists, Walk in Centres, Community Services

Acute Hospital NHS Trusts

Mental Health NHS Trusts

Ambulance NHS Trusts

Independent Sector Providers

NHS Foundation Trusts

AHPs transforming health and social care
Strategic Health Authorities

AHPs transforming health and social care
Shifting the balance of power
AHPs transforming health and social care

The ‘quality journey’

1. Building capacity in the system
   - NHS Plan saw greatest investment in the history of the NHS
   - More clinicians, better facilities

2. Introducing the reforms
   - Patient choice and payment by results
   - Foundation trusts
   - Stronger commissioning

3. High quality care for all
   - NHS Next Stage Review local clinical visions, national enabling report and NHS Constitution
A definition for Quality - the three domains

- SAFETY
- PATIENT EXPERIENCE
- EFFECTIVENESS
AHPs transforming health and social care

Next Stage Review
AHPs transforming health and social care

Transforming Community Services

Significantly improve community services so that they can provide modern and responsive care of a consistently high standard

High Quality Care

Consistently excellent and personalised services for people

Improving Services

Empowered communities that achieve best health outcomes

Enabled staff to lead transformation

Developing People

Reforming Systems
Quality and Productivity Challenge

- Quality
- Innovation
- Productivity
- Prevention

How can AHPs drive up quality and productivity through innovation and a focus on prevention
Implications for clinicians

• A refocus on quality of care
• Attention to demand/supply and processes but, more importantly, patient experience and clinical outcome
• Greater freedom but enhanced accountability
• The spotlight is shifting to primary care and community services, and from acute/elective care to long-term conditions
• The need for a more flexible and responsive workforce
• An even greater shift in the balance of power towards the patient
AHPs transforming health and social care

CHPO Priorities

• Improve data and information to inform commissioning and improve quality
• Improve accessibility of AHP services
• Develop a flexible and responsive workforce
• Develop the leadership capacity and capability of AHPs
The Improved AHP Service Offer to Patients and the Public

- Mandate data collection
- Improve ease of access
- Improve quality and empower patients
Leadership

“We are extremely lucky to already have fantastic leaders throughout the NHS. But if we are to realise our vision of an NHS that puts quality at the heart of everything it does, we need to embrace more leaders from all levels in the service and from a wider range of backgrounds.”

David Nicholson, NHS Chief Executive
AHPs transforming health and social care

AHP Leadership Challenge

Awareness
Strategic
Profile
Proactive
Confidence
Quality
Momentum
Team
Improvement
Individual
To establish whether there is evidence of service and patient need to support extending non-medical prescribing and medicines supply mechanisms for the allied health professions
**THERE IS POTENTIAL FOR FAR REACHING BENEFITS**

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<th>SAFETY</th>
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<td>• Improving the use of medicines</td>
<td>• Combining medicines and therapy care</td>
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<td>• Access</td>
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<td>• Convenience</td>
<td>• Potentially fewer prescriptions</td>
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<td>• Choice</td>
<td>• Locally led service enhancement</td>
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<td>• Reducing inequalities</td>
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Self Referral Policy Context
The self-referral project

Aim

To evaluate the impact of introducing self-referral to musculoskeletal physiotherapy
Five phases

- Preparation, planning, paperwork and site selection
- Advertising and promotion
- Patient activity
- Data entry, quality assurance and impact assessment
- Data analysis, feedback, reflections and learning for the future
Findings

- Patient experience
- Gender, Age, Ethnicity
- Waiting times
- Demand
- Employment
- Presenting conditions
- Use of other NHS services
- Physiotherapist feedback
- Clinical outcomes
- Costs
- GP feedback

AHPs transforming health and social care
Improving access

“New service models, including self-referral to allied health professional (AHP) services such as musculoskeletal physiotherapy, have improved patient outcomes and satisfaction and reduced demand elsewhere in the system. PCTs will want to consider such alternative models for other AHP and community services where clinically appropriate, and to promote their use to their local populations.”
Thank you........

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