

FOI Request Response information

FOI request reference:	2016/231
Date request received:	01/09/2016
Date request responded to:	28/09/2016
Category:	Service delivery
Tags:	Physiotherapists, waiting lists, patients

Request Detail:

- 1- The number of patients on the waiting list for an appointment with a physiotherapist at the year-end 31st March in each year between 2006 and 2016.
- 2- The average waiting time for a physiotherapist appointment in each financial year from 2006 to 2016.

The following 2 additional requests are secondary to the above, and if they result in too great an administrative burden or result in a high cost of research then please ignore and focus on points 1 and 2.

- 3- Annual expenditure on physiotherapy in the trust each year from 2006 to 2016.

If any of the information requested above in points 1-3 is available monthly, then please could you also supply this. If not, annual figures will be adequate.

Response Detail:

The Trust responses for Q1/2 can be found in the attached pdf documents:

Q1 - The service did not routinely collect this data until 2014 at which time service level (PTL) recording was introduced.

The physiotherapy service has experienced organisation change between 2006 - 2016 which has impacted on data management systems used. Firstly three separate services within West Lancashire, Chorley and South Ribble and Greater Preston merged to become Central Lancashire Primary Care (PCT) trust. In 2013 Central Lancashire PCT and East Lancashire PCT merged to become Lancashire Care NHS Foundation trust. During these merges changes were made to management, administration staff, data inputting and electronic administration waiting list systems used. As such from 2006 to 2013 there significant variation and inconsistencies with how waiting list information was generated and viewed. There is no "report" function available on the electronic systems to pull the data requested. A manual review of each child seen would need to take place to track when each child had been taken from the waiting list. This would be a difficult and extremely lengthy task to complete.

As such we have only been able to provide the data from 2014 onwards, when a service wide PTL recording system was introduced. Information is contained in the attached pdf - FOI LCFT Physio CandF.pdf

Q2 - This has also been difficult to provide. As discussed above the trust merges and combining of services has resulted in differences in reporting systems used between teams and over time. Access to all historical data is limited. We have been able to include average waiting times for all patients logged on the ipm/NCRS system but this does not include the whole cohort of children referred within the current footprint of the service. Confidence levels are greater from 2014 onwards.

Q3/4 - We have taken guidance from your request and have concentrated on Q 1 and 2. This has already taken a significant amount of time and further information would take longer than the recommended 18hrs.

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.