

Specific Question:

What do patients think about being assessed by a physiotherapist instead of a general practitioner for their musculoskeletal problem in the Primary Care setting?

Clinical bottom line

Moderate quality evidence suggests that patients are as, or more satisfied with seeing a physiotherapist compared with seeing a doctor with their musculoskeletal problem.

Why is this important?

There is growing interest in physiotherapists acting as front line practitioners within Primary Care to assess and manage patients with musculoskeletal disease. Pilots of this work have been established and shown to be successful in areas such as South Cheshire.

It is important that we understand how patients feel and what they think about this new model of care.

Search timeframe (e.g. 2010-2017)

Inclusion Criteria

	Description	Search terms (In the final document this should be a combination of your clinical and librarian search terms)
Population and Setting		Adult, musculoskeletal, Primary Care, Back pain, osteoarthritis, long term condition
Intervention or Exposure		Physiotherapist, Front Line Practitioner, first appointment, care navigation, first point of contact, consultation, extended scope physiotherapist, advanced practitioner
Comparison, if any		Usual care, General Practitioner
Outcomes of interest		Patient satisfaction, patient: views, feelings, opinions
Types of studies		Qualitative, interviews

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review should take place

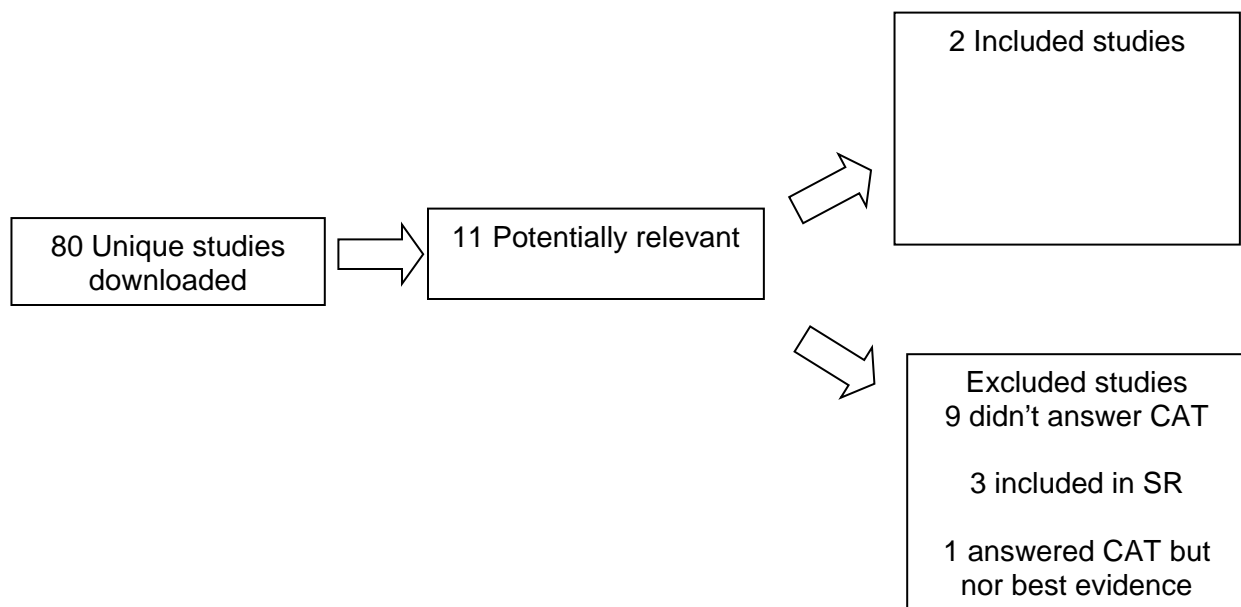
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Routine Databases Searched

Clinical Knowledge Summaries, PEDro, BMJ Updates, Clinical Evidence, TRIP, Database, NICE, HTA, Bandolier, The Cochrane Library, Medline, Cinahl, Embase, PsycInfo, Professional websites. Joanna Briggs Institute, Web of science, Sports discus and Pub med

Date of search- Dec 2017

Results of the search



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Date: February 2018

Table 1- Detail of included studies

First Author, year and type of study	Population and setting	Intervention or exposure tested	Study results	Assessment of quality and comments
Marks 2017 Systematic review	Musculoskeletal disease Included RCTs, pseudo RCTs, inter-rater studies, comparative studies, case controlled studies	Physio acting as a substitute for the doctor, providing care instead of medical practitioner who would normally manage the patient 8 studies reported satisfaction 2 used VSQ9 (see appendix 1)	N= 14 studies Mod to low quality rating 8 studies suggested patient are equally or more satisfied with consulting a physio compared to a Doctor	Clear inclusion English Language only Search appropriate up to 2015 2 reviewers, 3 rd used if disagreement Assessed bias using Downs and Black instrument Heterogenous outcome for measuring satisfaction Only 1 UK study Measure of satisfaction not always stated (VSQ9 In 3)
Goodwin and Hendrick Convenience cohort	UK Nottingham 2 practices (inner city and University practices)	Two half day clinics provided by Band 7 physio Allowed maximum of 2 x 20 minute appointment Satisfaction measured using UK translation of	Over 70% of patients reported being satisfied with the information they received from the physio and in their confidence of their physios competency to assess their problem	Receptionist was gate keeper for the service Cohort sample No data to suggest Satisfaction questionnaire has been validated Not clear at what time point

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		Ludvigsson and Enthoven		satisfaction questionnaire completed
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Summary

Within both of the identified studies, patient satisfaction has been one outcome that has been measured alongside adverse events, clinical outcomes and economic evaluations. Whilst recognising the methodological limitations, there is consistency in the view that patients are satisfied with this model of care.

Implications for Practice/research

The evidence suggests that patients are satisfied with seeing a physiotherapist for their musculoskeletal problem. In light of increasing pressures on GP services it would appear that patients find this model of care acceptable. Commissioners may want to consider front line practitioner roles for physiotherapists to work alongside primary care teams to provide the best care to patients with musculoskeletal disease.

There appears to be a lack of qualitative research to gain a deeper understanding of patient views around this model of practice.

What would you tweet? (140 characters)

Moderate quality evidence suggests that patients are as or more satisfied with seeing a physiotherapist compared with seeing a doctor with their musculoskeletal problem.

References

Marks D Comans T Bisset L Paul Scuffham PA 2017 Substitution of doctors with physiotherapists in the management of common musculoskeletal disorders: a systematic review *Physiotherapy* 103 341-351

Goodwin RW and Hendrick PA 2016 Physiotherapy as a first point of contact in general practice: a solution to a growing problem? *Primary Health Care research* 17 489-502

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Appendix 1

VSQ9 Satisfaction questionnaire items

Thinking about your visit with the physician/health care Professional you saw, how would you rate the following: Rating scale
Poor Fair Good Very Good Excellent

1. How long you waited to get an appointment
2. Convenience of the location of the office
3. Getting through to the office by phone
4. Length of time waiting at the office
5. Time spent with the physician/health care professional you saw
6. Explanation of what was done for you
7. Technical skills (thoroughness, carefulness, competence) of the physician/health care professional you saw
8. The personal manner (courtesy, respect, sensitivity, friendliness) of the person you saw
9. The visit overall

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