

# Self-Referral



Patient self-referral to physiotherapy has been nationally recognised to be a cost effective and innovative model of care which is particularly beneficial for patients with both acute and long-term musculoskeletal (MSK) conditions.

**Are you taking full advantage?**

## Why encourage patients to self-refer?

Proven benefits include a marked improvement to patient access by streamlining the referral process, and...

01

Improved referral quality

Developed in collaboration with our patient partner groups and local physiotherapy providers. Allows patients to provide details of their MSK problem and its effect on their health and wellbeing, setting their own expectations for treatment, using their own narrative and experience.

02

Creates savings

Nationally recognised and cost effective. Saving time and resources, freeing up valuable G.P./clinician/medical secretary administrative capacity. If the patient is suitable for physiotherapy, and can use their own or a friends computer, simply provide the link and the patient will do the rest!

03

Supports self-management

By encouraging personal responsibility for health-focused behaviour and enabling individuals to build confidence in the management of their own condition. Whilst self-referring, or otherwise, patients can explore links and materials provided on our website which are designed to help educate and inform patients about their condition.

>75% of patients find the referral form **easy to fill in**.

>1/3 report **having a better understanding** of their condition through self-referring.

>65% of patients proactively refer themselves **within three days**.

>60% **feel they can set clearer expectations** when compared to traditional routes.

**More than 2800 self-referrals processed since the pathway went live in April 2021.**

**Heres what patients have to say:**

“It was simple and gave quick access to a great physio service.”

“Very good, really pleased with it. It saved a lot of time.”

“Everything so far has been really quick and easy. I feel completely satisfied and understand the professional advice I have been given. Thank you.”

**Clinicians and physiotherapists have embraced the pathway, reporting improved results at triage and better stratification at first appointments.**

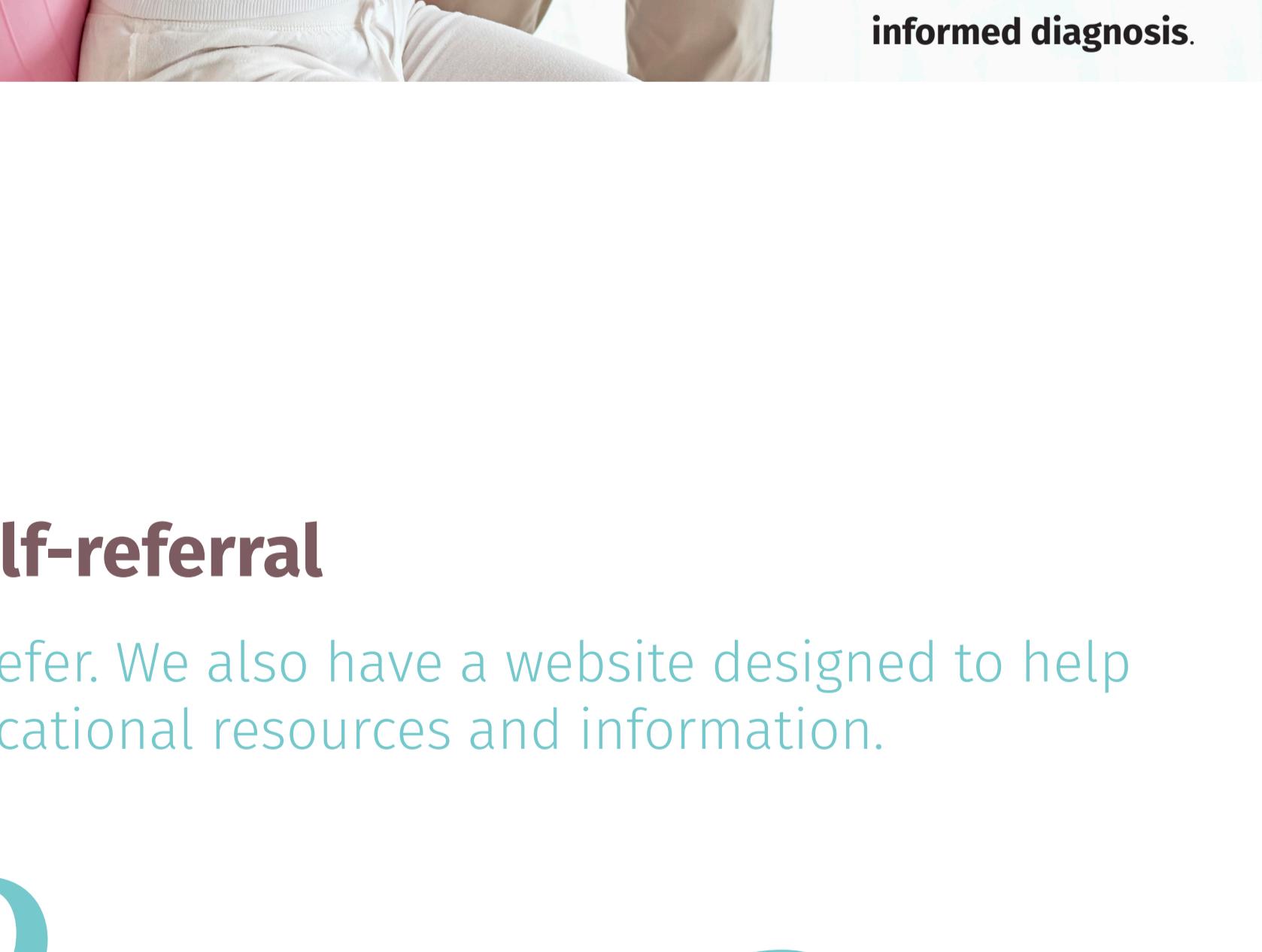
100% are able to **stratify more effectively** at a first appointment.

>95% **understand patients expectations** better.

>1/2 **feel information is presented better** than traditional routes and the form helps to make an **informed diagnosis**.

“I love this form. It's a great way for patients to state why they are coming to physio in their own words, it reduces confusion at the initial consultation & obviously saves time for health professionals at the point of referral. Great stuff!”

“I think it is better than most GP referrals in many cases as they know their pain and symptoms best.”



## 3 steps to self-referral

We have made it really easy for patients to self-refer. We also have a website designed to help patients while they wait, providing educational resources and information.

A

Assess & advise!

Patients should only be given the clinical advice. The difference is, patients refer in their own words and we get the referral quicker, usually in better detail, reducing waiting times and having better outcomes.

B

Bid farewell!!!

The patient will need to have computer access and be able to fill in an online form, or have a friend or family member who could help. If they are appropriate for physiotherapy and can fill out the form, please give them the following link:

[sussexmskpartnershipeast.co.uk/gethelp](http://sussexmskpartnershipeast.co.uk/gethelp)

C

Chill out!

We will update it, from here! We'll keep the patients referral, and keep the patient informed. You can enjoy all your additional administration-free time, instead!

If you would like to discuss the self-referral pathway further, share any good practice, or discuss what you might need from us, we would be keen to hear from you!

Please get in touch via the details below.