

**First Contact Physiotherapy Service (FCP)**

**Reception Booking Flowchart (See protocol for more detailed information)**

**Do you have a musculoskeletal problem affecting neck, back, upper and lower limb, joints or Muscles?**

**Do you meet the inclusion criteria?**

**INCLUSION CRITERIA**

* **All soft tissue injuries, sprains, strains or sports injuries – upper and lower limb**
* **Arthritis – any joint**
* **Possible problems with muscles, ligaments, tendons or bone eg. tennis elbow, carpal tunnel syndrome, ankle sprains**
* **Spinal pain including lower back pain, thoracic and neck pain**
* **Spinal pain including arm/leg symptoms +/- neurological symptoms eg. pins and needles**
* **Mobility changes**
* **Post orthopaedic surgery**

**EXCLUSION CRITERIA**

* **Acutely unwell**
* **Children under 16**
* **Acute LBP if the appointment is not available on the same day**
* **Medical management of rheumatoid conditions**
* **Women’s health – Antenatal and Postnatal**
* **Housebound patients**
* **Medication Reviews**
* **Neurological and respiratory conditions**
* **Headaches**
* **Acute mental health crisis**
* **Patients who do not wish to see a First Contact Physiotherapist**
* **Patients that have been already assessed by another clinician and deemed that the patient requires Physiotherapy treatment (refer patient to community MSK service)**

**YES**

**Book appointment with GP/NP**

NO

**NO**

**NO**

**YES**

**Would you be happy to see an FCP directly rather than a GP/NP? They are highly trained to deal with this condition and deal with onward referrals and management as needed.**

**YES**

**NO**

**Book appointment with GP/NP**

**NO – Meets Exclusion Criteria**

**YES – Meets Inclusion Criteria**

**Book an appointment with GP/NP and inform South PCN that the patient has declined or is unable to obtain a suitable appointment with the FCP and indicate the reason why using the data collection form provided – see Appendix B within the protocol for reception for details.**

**Check and gain data sharing consent from the patient and record in the patient notes to activate the share in/out if patient not consented already**

**Book appointment with FCP – Please advise completion of the Pre-Visit Questionnaire & take to appointment**

**No suitable appointment available with FCP**