



Self Referral

- Opportunities and Challenges

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SR Benefits for NHS patients

- present sooner
- high levels of patient satisfaction
- more backs and necks
- wait less
- more autonomous
- off work less
- more complete Rx
- same outcomes

Holdsworth LK, Webster VS, McFadyen AK. Are Patients who Refer Themselves to Physiotherapy Different from those Referred by GPs?: Results of a National Trial *Physiotherapy* 92 PP 26-33 March 2006

Self Referral pilots to musculoskeletal physiotherapy and the implications for improving access to other AHP services. DH Report 2008



SR Benefits - for service

- no increase in demand
- fewer DNAs
- less prescribing, investigations and secondary referral
- time savings for GPs and patients
- cost effective



Support from the highest level

“Self referral will help both vulnerable members of society and those with busy lives by providing quicker access without the unnecessary hoop-jumping of going to see the doctor first” Alan Johnson, Secretary of State for Health, October 2008

NHS Operating Framework 2009/10 recommends self referral



Challenges

- **Perception that demand and waiting times will rise**
- **Additional funding will not be available**
- **Reticence to market effectively**
- **Data collection is limited**
- **Local IT support is inconsistent**
- **Concern about medical resistance to changes**
- **Limited evidence of models other than MSK**



CSP Response

- Implementation tools
 - ‘Making the case’
 - Action plan
 - Data collection tool
 - Power point presentation
 - Patient leaflets and posters



CSP response (cont)

- Network of self referral champions
- Implementation workshops
- Interactive network
- Ongoing evaluation
- Continued promotion of benefits of self referral to be included in appropriate government policy initiatives