



QI Month 2024

Managing Pelvic Girdle Pain remotely: A consultation

Charlotte Stratton and Laura Tapp, Cornwall Partnership NHS Foundation Trust

What highlighted the improvement opportunity?

Pelvic Girdle Pain (PGP) is a common, debilitating condition that affects women during pregnancy. Usual care entails a referral to Musculoskeletal Physiotherapy for a face-to-face assessment. A Systematic Review conducted by Muñoz-Tomás et al (2023) identified that physiotherapy telerehabilitation provided similar outcomes to face-to-face for functionality, quality of life and satisfaction. Usual care currently involves a referral to physiotherapy and a face to face assessment and follow ups when required.

We wanted to examine the feasibility of conducting virtual assessment over a 3 month period and compare the outcomes for attendance and follow up rates with usual care

What did you want to achieve?

To determine the feasibility of assessing and treating women with pelvic girdle pain over the telephone. To compare the outcomes in follow up and attendance rates in order to develop a more efficient service.

What did you do to implement the change/improvement?

An audit was undertaken from May 2023 to August 2023 to examine the impact of a one-off virtual assessment (via telephone) by one clinician providing patient education, guidance and information on belts via email follow up. Data was collected on attendance, follow up rates (70 patients) and patient satisfaction. This was then compared to usual care (September 2023 to December, 114 patients). Virtual consultations resulted in lower did not attend rates (virtual 2% vs. face to face 19%) and lower follow up rates (virtual 19% vs. face to face 41%).

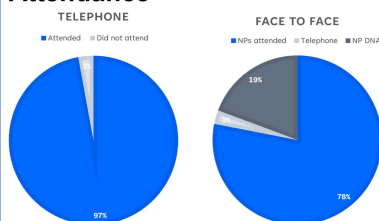
How will/did you know that there has been an improvement?

We looked at attendance rates and follow up rates. Satisfaction questionnaires were sent via QR code.

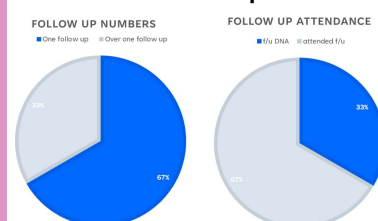
Have you had any feedback?

Only 1 patient responded with positive feedback on the service.

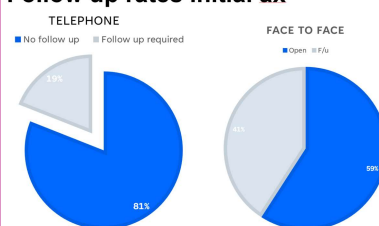
Attendance



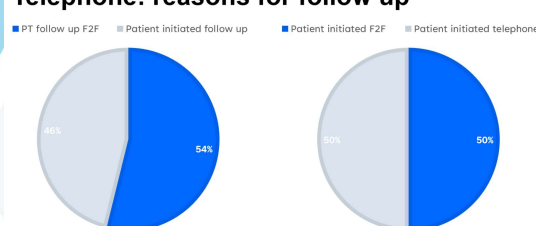
Face to face follow up



Follow up rates initial ax



Telephone: reasons for follow up



IQVIA MSK Physiotherapy Patient Experience Survey ID: 215555

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Survey Period: 01/09/2023 - 31/12/2023
Survey Title: MSK Physiotherapy Patient Experience
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1. Did you have any contact with the administrative team regarding your appointment? Yes No

2. If yes, how would you rate the administrative service? Excellent Good Average Disappointing Poor Not applicable

3. How would you rate the physiotherapy service provided by your Physiotherapist? Very satisfied Satisfied Not satisfied Dissatisfied Very dissatisfied

4. How suitable was this method of appointment for your needs? Very suitable Suitable Not suitable Dissatisfied Very dissatisfied

5. How would you rate this appointment with your Physiotherapist? Excellent Good Average Disappointing Poor

6. Did you have a time to meet appointment with the Physiotherapist? Yes No

7. How would you rate this appointment? Excellent Good Average Disappointing Poor Not applicable

8. Do you feel your physiotherapy visit was successful? Satisfied Not satisfied Dissatisfied Very dissatisfied

9. Were your expectations from physiotherapy met? Yes No Not sure

10. Would you recommend this service to your friends and family? Yes No Not sure

11. Overall, how was your experience of the service? Very good Good Not good Poor Very poor Don't know

12. Please tell us the main reason for the answer you have given: (Optional) (Maximum 100 characters)

Thank you for your feedback. Your feedback is important to us and will help us to improve our services.

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