



Date: 26 August 2021
Our reference: N/21/3327

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is attached.

In the request you asked:

I am a medical student at Imperial College London, and currently researching a paper exploring the cost and effectiveness of physiotherapy triage for musculoskeletal disorders. I am in the process of trying to collate data from all UK CCGs on the effectiveness of this set-up and would like to enquire whether you use such a triage system in your CCG? If this is the case, then I would be very grateful if you could let me know if you collect any data that you would be able to share? This could be in the form of:

- cost of the triage service to the CCG
- who runs the triage service i.e. private firm or NHS group
- number of patients referred for triage
- average time taken from primary care referral to being triaged
- percentage of these patients who eventually get referred to secondary care (and how long it took for this decision to be made)
- number of X-rays and MRI scans done
- Any information regarding the set-up of the triage service e.g. are patients seen by a specialist MSk or sports doctor, or is it all specialist physio led?

With regards to the time scale, we are interested in data pre-covid and post-covid. Therefore, this would be 1st Sept 2018- 1st Sept 2019 and 1st March 2020 - 1st March 2021.

[Please see attached Excel spread sheet in response to your request.](#)

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to NHS Nottingham and Nottinghamshire CCG, Sir John Robinson House, Sir John Robinson Way, Arnold, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group*.

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Clinical Commissioning Group. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.