

# Sesui Physio Connect

## The approach

The NHS Long Term Plan promises much in terms of improving standards of care, and in reducing pressure on front line staff. The funding of First Contact Practitioner (FCP) roles through PCNs is a key step toward achieving these objectives in Primary Care, supporting the principles of “right person, right place, first time” treatment.

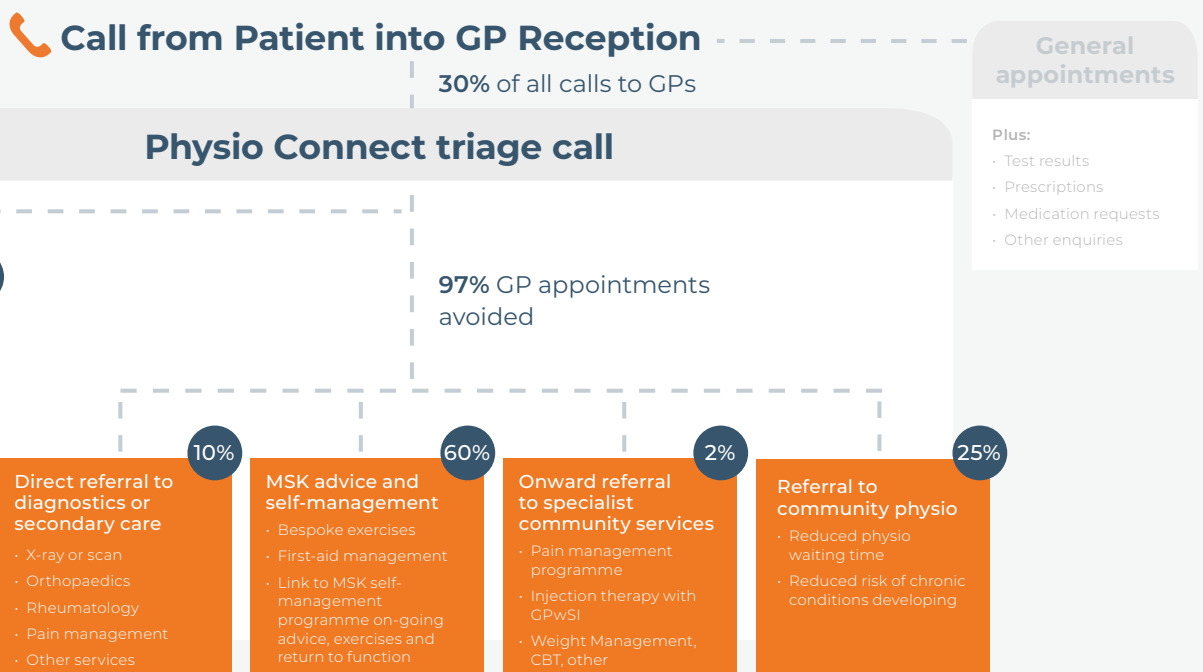
With as much as 30% of GP consultations in England attributed to musculoskeletal (MSK) conditions, providing patients with direct access to FCPs, without the need for GP referral is seen as a major opportunity to cut the pressure on GP practices, speed up access to care and improve cost effectiveness.

The key to maximising the effectiveness of the FCP approach is in ensuring that patients and practitioners are able to connect successfully. Supported by the right platforms, PCNs can ensure not only that initial contact happens quickly, but that patients can receive the musculoskeletal help they need rapidly through remote, telephone or video-based consultations,



reducing waiting lists and maximising the efficiency of FCPs.

Initial trials have shown that the use of telephone triage for MSK consultations is highly effective in improving speed of access to care, improving long-term outcomes, and doing so at a lower cost. Here at Sesui, we bring our 15 years' experience in Healthcare to help PCNs, federations and individual practices realise - and go beyond - these outcomes.



## How it works

Sesui Physio Connect enables PCNs to connect patients with FCPs in ways that are convenient for both parties. Using a laptop or mobile device, physios can complete remote triage of patients via an audio or video call, removing the need for the patient to travel, and enabling the physio to work from any location. This opens up alternative treatment pathways that provide rapid assessment and treatment of MSK complaints.

**Step 1:** A triage team screens all MSK referrals to determine if they are suitable candidates for the Physio Connect triage call-back service.

**Step 2:** The patient is added to the Physio Connect list to receive a call-back telephone appointment within 24 hours.

**Step 3:** Assessment is made using questions designed to establish a provisional diagnosis and screen for any non-MSK conditions.

**Step 4:** Advice is given to the patient, supplemented with bespoke information which is available online, via a specialised portal.

## Technical integration

As a cloud-based platform, Sesui Physio Connect does not require investment in any new hardware. It integrates securely via N3 (HSCN) with existing phone systems and, where required, with medical information systems to provide physiotherapists all the functionality and information they require to assess patients remotely, as easily as they would in person.

Physio Connect can be installed on any iOS or Android mobile device, enabling FCPs and other medical practitioners to make and receive patient calls from a landline, mobile device or computer. This helps FCPs treat patients over a broader geographic area, without being tied to a physical practice, and enables PCNs to route calls to professionals based further afield when demand requires. All calls are recorded for security and compliance purposes.

## Implications for ongoing care

While the impact of Physio Connect is primarily felt in the initial appointment booking / referral phase, evidence shows that enabling early access, and removing barriers to treatment (difficulty securing appointments, physical attendance) has a significant, beneficial impact on long-term prognoses.

**“The pilot showed that two-thirds of patients could be effectively managed on the telephone with the remaining patients requiring an appointment. It also highlighted a reduction in waiting times, demand for GP appointments and Did Not Attends (DNAs) from 15% to 1%.”**

DoH Study, 2013

## About Sesui

We're the bright British innovators of award-winning cloud communications software — connecting people to organisations when it's critical they get through. For over 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, customer services and the voluntary sector.

And behind every solution... our award winning Sesui Call Manager product and our talented team. Our cloud software floats above an organisation's technology so they don't need to replace what they've already got. All the reliability of the cloud with the nimbleness, elasticity and sustainability of Sesui.

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