

## Freedom of Information request 608-22

---

### Request

To ask the health board if:

- a) there are any remaining Covid legacy restrictions which are preventing MSK physiotherapy outpatient services from returning to their pre-pandemic level? If yes, what are these restrictions and how are they impacting on staff and patients?
- b) all community rehabilitation services are now seeing all patients and not only those deemed to be urgent?
- c) all first contact practitioners are again located within GP practices rather than working virtually from home?
- d) all Paediatric Physiotherapists are again being allowed to work within schools to see their patients?

### Response

- a) The current Covid legacy restriction impacting NHS Borders on the delivery of MSK Physiotherapy outpatient services pertains to the limitation of space. The Physiotherapy Department has lost consulting space in some locations which reduces the number of face-to-face consultations available. However, by continuing to hold some telephone consultations, where appropriate, the impact is lessened. All other parameters are set to pre-Covid ways of working.
- b) NHS Borders are now seeing all patients, urgent and non-urgent. However, waiting lists are lengthy and urgent needs are prioritised which results in non-urgent cases experiencing longer wait times. Ongoing work is underway to review waiting lists management strategies.
- c) First Contact Physiotherapy services are spread across 23 GP practices and employ a hybrid model of service delivery. Most contact sessions are held in the GP practice and are face-to-face.
- d) Paediatric Physiotherapists are again being allowed to work within schools to see their patients.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **608-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within

six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.