

Same Day Therapy Referrals Fracture Clinic RSH

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REASON WHY?

Some patients who attend the fracture clinic could be seen by the physiotherapist on the same day rather than having to come back on a different date. This referral route is underutilised.

PLAN

The project starting with a planning phase in August 2024 .

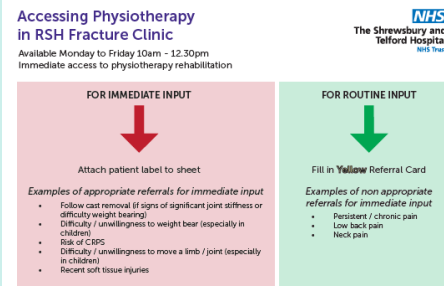
It was agreed that patients who were for follow up and those with long standing conditions would not be included in the project.

Only 12.6% of patients were referred on the day in August (an average in Jan-September 24 of 9.8%) and the plan was to increase that to 30% by December 2024 by introducing small pocket-sized referral cards that the medical staff could carry to remind them to refer to physiotherapy,

DO

There was an initial delay in getting cards designed and printed and therefore the project was pushed back. The cards were used in November 2024. The cards were trialled by using laminated sheets. However, they made little impact to the data.

New rotational Drs Started in January and the physiotherapist targeted talking to them directly about how to refer and that is when we see a change in the data.



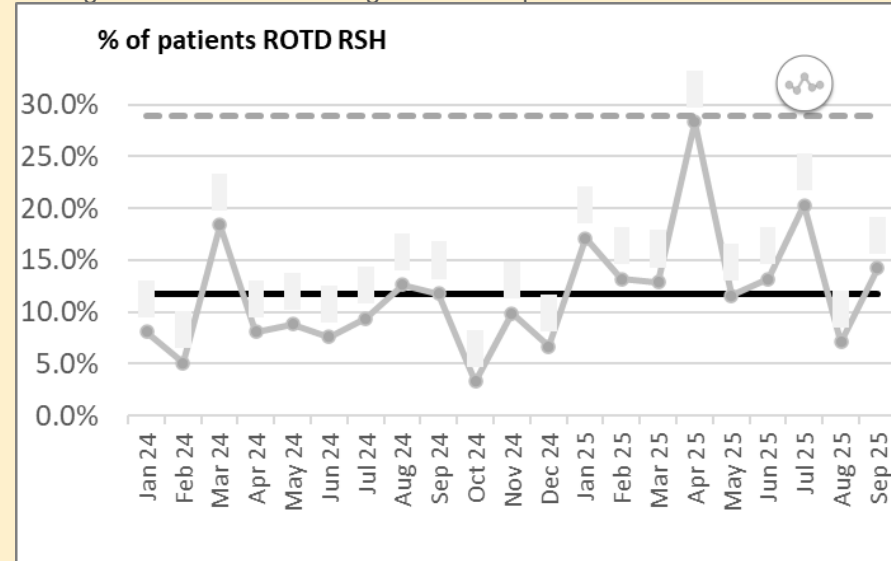
S M A R T AIM

Increase the number of on the day referrals to 30% by the end of December 2024

STUDY

Although the chart doesn't show statistical significance, it does show an improvement. There is a dip in August, that we think may be linked to rotational DRs change over period.

Referrals increase from an average of 9.8% (Jan-sept 24) to 13.8% in the same period in 2025. Although this is short of the target it is an improvement.



ACT

The idea of pocket-sized referral cards has been **ABANDONED** as their impact was minimal.

Physiotherapy staff will **ADOPT** the practice of talking to new Dr's face to face about the referral criteria and when it is appropriate to refer on the day.

The physiotherapist will use the initial card design to make posters for the DR's clinic spaces.