

Reference:	FOI.5847.21
Subject:	Physiotherapy services.
Date of Request:	19 April 2021

Requested:

1. Please confirm how many whole time equivalent (WTE) physiotherapists, technicians and assistants, by Agenda for Change (AfC) band, were employed by Hywel Dda University Health Board (children & young people's services and adult services) on the 31st of March 2021.

This should include any generic assistant or technical instructor posts that support physiotherapy service provision. Also, please note that physiotherapy staff work in a range of clinical settings. The answer to this request must also capture physiotherapy staff not directly line-managed by the head of physiotherapy services e.g. occupational health, community resource teams (CRTs).

2. Please confirm how many whole time equivalent (WTE) physiotherapist, technician and assistant vacancies were held in Hywel Dda University Health Board as of 31st of March 2021. The answer should identify the number of registered physiotherapists and the number of unregistered support staff as separate figures. Do not include admin and clerical.
3. Please confirm or deny if Hywel Dda University Health Board has had any periods of time within the last 12 months to the 31st of March 2021 where recruitment to posts has been delayed? If confirmed, please provide reasons (short narrative) for the delay.
4. Please confirm or deny whether there have been any physiotherapy service developments in Hywel Dda University Health Board during the last financial year (April 2020 to end of March 2021). If confirmed:
 - a. Please provide details of the developments.
 - b. Please confirm or deny whether these were supported by additional resources.
5. Please confirm or deny if there have been any discontinued posts and/or services in the last year (April 2020 to end of March 2021). If confirmed, please provide details.
6. Please confirm or deny if there has been any increase or decrease in demand for physiotherapy services in the last year (April 2020 to end of March 2021). If confirmed, please provide details.
7. Please provide details of the level of budget increase or reduction made by the physiotherapy service in Hywel Dda University Health Board in the last financial year (April 2020 to end of March 2021) and what this is as a percentage of the physiotherapy budget.
8. Please provide details of projected % budgetary savings to be made for this financial year (April 2020 to end of March 2021).
9. Please provide details of spend on agency/locum staff in the last year April 2020 to end of March 2021.

Response:

1. Hywel Dda University Health Board (UHB) provides, within the table overleaf, the Full Time Equivalent (WTE) physiotherapists, technicians and assistants, within the Allied Health Professionals (AHP) and Additional Clinical Services (ACS) staff groups, by Agenda for Change (AfC) band, as recorded on the UHB's Electronic Staff Record (ESR), as at 31 March 2021 as requested.

AfC pay band	WTE
Band 2	3.00
Band 3	16.15
Band 4	46.72
Band 5	35.00
Band 6	62.2
Band 7	49.48
Band 8a	20.79
Band 8b	8
Band 8c	*

Where the figure in the table has been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of employees due to the low number (5 and under), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 2018/ General Data Protection Regulations 2016 (GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information which is in the possession of the data controller.

2. The UHB is unable to provide the information exactly as requested. However, the UHB can provide, within the table below, the WTE budget, the occupied WTE and the vacant WTE for AHP and ACS, as recorded on the UHB's Establishment Control Tool, as at 31 March 2021.

Staff group	WTE budget	WTE occupied	WTE vacant
AHP	167.5	169.5	2
ACP	63.8	63.2	0.6

3. The UHB confirms that there have been recruitment delays within the twelve months prior to 31 March 2021. The reasons include:

- The recruitment of the UHB's Head of Physiotherapy post was delayed by nineteen (19) months due to a review of the physiotherapy structure and infrastructure, which is now complete. Recruitment to this post has since commenced.
- Some delays have occurred in the general recruitment processes for a number of the clinical posts, due to capacity challenges caused within resourcing teams, as a consequence of the COVID-19 pandemic. A large scale targeted recruitment process was implemented to support specific workforce requirements, to address challenges brought

about by the pandemic. There were also some improvements in the recruitment processes for essential clinical posts during the first two waves of the pandemic, as usual resourcing processes were modified to support priority areas. This included direct hire processes and internal secondments.

4. The UHB confirms that there have been physiotherapy service developments during the 2020/21 financial year.

a. & b. The UHB provides details of the developments and the support of any additional resources:

- Additional funding agreed to develop First Contact Physiotherapy Services. Five WTE posts supporting three clusters across the UHB, at AfC Band 7 and 8a pay bands with two years fixed term funding.
- Significant modernisation of IT infrastructure, including:
 - All clinicians within the Musculoskeletal (MSK) workforce have been equipped with laptops to support digital working. This represents an additional investment that was collaboratively funded from existing budgets and other organisational funding streams.
 - Microsoft (MS) 365 and MS Teams platforms have been made available to all staff across the UHB. This has enabled significant improvements in Multidisciplinary Team (MDT) communication, remote training and remote working through investment in digital licensing at organisational level.
 - Attend Anywhere Video Conferencing (VC) platform has also been made available to all physiotherapy services through investment in digital licensing at organisational level.
- Development of electronic records within the core MSK service. No additional financial resources were required.
- Electronic triage system developed in core MSK service. This was supported by hardware infrastructure, including top loading scanners. No additional financial resources were required.
- Attend Anywhere VC system embedded in many parts of the physiotherapy services through investment in digital licensing at organisational level.
- Telemedicine first service model piloted across MSK services, through licensing of software at organisational level.
- Virtual ESCAPE-pain programme set up to support patients with arthritis of the hip and knee, utilising MS Teams platform. Additional resources required to the organisational licensing of MS Teams.
- Developed virtual group based education programme, to support patients with pelvic health conditions.
- Development of physiotherapy led virtual arthroplasty review clinics, to support patients who have had joint replacements.
- Re-design of MSK physiotherapy website to meet digital accessibility standards. Also developed self-help information resource to support patients with MSK conditions.
- Pilot of MS Forms to enable patient self-referral via phone, tablet and computer devices.

- Pilot of PhysioNow, an electronic referral and triage system, in collaboration with Connect Health and Life Sciences Wales. Additional resources supported for project through Life Sciences Wales funding.
 - Development of a new community integrated care MDT in Pembrokeshire for rapid health and social care response via an Integrated Care Fund (ICF) and Transformation Bid.
 - Development of a new Frailty Team in Withybush General Hospital (WGH), to ensure flow and patient turnaround within 72 hours through Winter Pressures funding.
 - Development of a new Early Supported Discharge Team for stroke patients in WGH and the Pembrokeshire Community, through Winter Pressures funding.
 - Development of a new therapy lead role in South Pembrokeshire Hospital (SPH), to improve the ethos of rehabilitation.
 - Development of a new Falls Coordinator role in Pembrokeshire via ICF funding.
 - Development of a new integrated single point of access Triage and Rapid Response Team in Porth Gofal, Ceredigion, with funding secured through a Transformation Bid.
 - Expansion of Complex Brain Injury Team from Welsh Government (WG) Rehabilitation funding.
 - Development of a new Advanced Physiotherapy Practitioner role within Respiratory across Ceredigion, funded from Acute Care funding.
 - Development of a new front of house Accident and Emergency (A&E) Triage Team in Bronglais General Hospital (BGH), funded by the UHB.
 - Expansion of Safe and Steady Falls Clinic for complex MDT assessments in Ceredigion via ICF funding.
 - Expansion of community Acute Response Team (ART), to include physiotherapy, as part of rapid response funding secured through a Transformation Bid.
 - Expansion of unscheduled care rehabilitation and the support of Health Care Support Workers (HCSW) in Glangwili General Hospital (GGH), through Winter Pressures funding.
 - Temporary expansion of all physiotherapy capacity linked to COVID-19, including utilising locums and private practice staff.
5. The UHB confirms that a Service Level Agreement (SLA) for a day hospital service was discontinued for SPH, with a loss of investment of 1.7 WTE, during the financial year 2020/21.
 6. The UHB confirms that there was a 38% decrease in physiotherapy referrals, due to the COVID-19 pandemic, during the financial year 2020/21, when compared to the previous financial year, 2019/20.
 7. The UHB confirms that there was a physiotherapy budget increase of £400,000.00, equating to a 6% increase, during the financial year 2020/21.
 8. The UHB confirms that due to the COVID-19 pandemic, there was no specific saving target for therapies. Any savings made were held centrally on a non-recurrent basis, for the financial year 2020/21.
 9. The UHB confirms that the total spend on Agency/Locum staff for physiotherapy services, was £172,000.00, for the financial year 2020/21.

