

# **First Contact Physiotherapy**

*Suggested script  
for voice message  
patients on hold*

*'Calling about a bone,  
joint or muscle problem?'*

*'You can now see a specialist  
physiotherapist here at  
[INSERT NAME OF PRACTICE]  
instead of the GP.'*

*'This gives you faster access to expert  
diagnosis and you'll leave with the  
advice and exercises you need to  
start tackling the problem.'*

*'The physio can also  
refer you on to hospital  
services where necessary,  
order tests and write prescriptions.'*

*'Nationally, just 5% of patients choose to see  
a GP afterwards and 96% would recommend  
the service to friends or family.'*

*'Speak to the receptionist or look on our  
website to book an appointment with  
our specialist physiotherapist.'*

**THINK  
PHYSIO**  
for primary care



For many aches and pains  
**First Contact Physiotherapy**

offers quick access to expert assessment, advice and treatment

**When a patient calls... ask:**

**Do you have a problem that affects your neck, back, bones, joints or muscles?**

**YES**

**NO**

**Book with GP**

**Are you feeling unwell at the moment?**

**NO**

**YES**

**Book with GP**

**Would you be happy to see a physiotherapist rather than the GP?**

Book with  
**FCP**

**YES**

**NO**

**Book with GP**

### **Inclusion criteria**

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (may differ between localities).

### **Exclusion criteria**

- Acutely unwell patients
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP.

**THINK  
PHYSIO**  
for primary care

**CHARTERED  
SOCIETY  
OF  
PHYSIOTHERAPY**

\*Above criteria subject to change, correct as of xx/xx/xxxx