



# The impact of whole system transformation of Podiatry Services in Lanarkshire to support self care, direct access and support when it is needed.

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# SCOTT MCNAB

## DEPUTY HEAD OF PROFESSION PODIATRY (NHS LANARKSHIRE)



## ART OF THE POSSIBLE

**37%**  
**SELF-CARE  
REDIRECTION**

PATIENTS DIRECTED TO PERSONAL  
RESOURCES WITHOUT FOLLOW-UP

**23%**  
**URGENT  
CASES**

SEEN WITHIN 48 WORKING HOURS  
WITH 100% COMPLIANCE

**62k**  
**APPOINTMENTS**

OFFERED OVER 9 MONTHS  
WITH 99% MEETING TARGETS

**30%**  
**SKILLS MIX  
IMPROVEMENT**

MSK CASELOAD REDIRECTED TO  
APPROPRIATE BAND LEVELS



Utilising self-care resources to enhance patient autonomy and outcomes.

## Redirection of Podiatry Musculoskeletal (MSK) referrals to self-care resources

“Self-management means that patients decide what their priorities are whilst being supported by clinicians and services to reach them”



Our Health  
Together

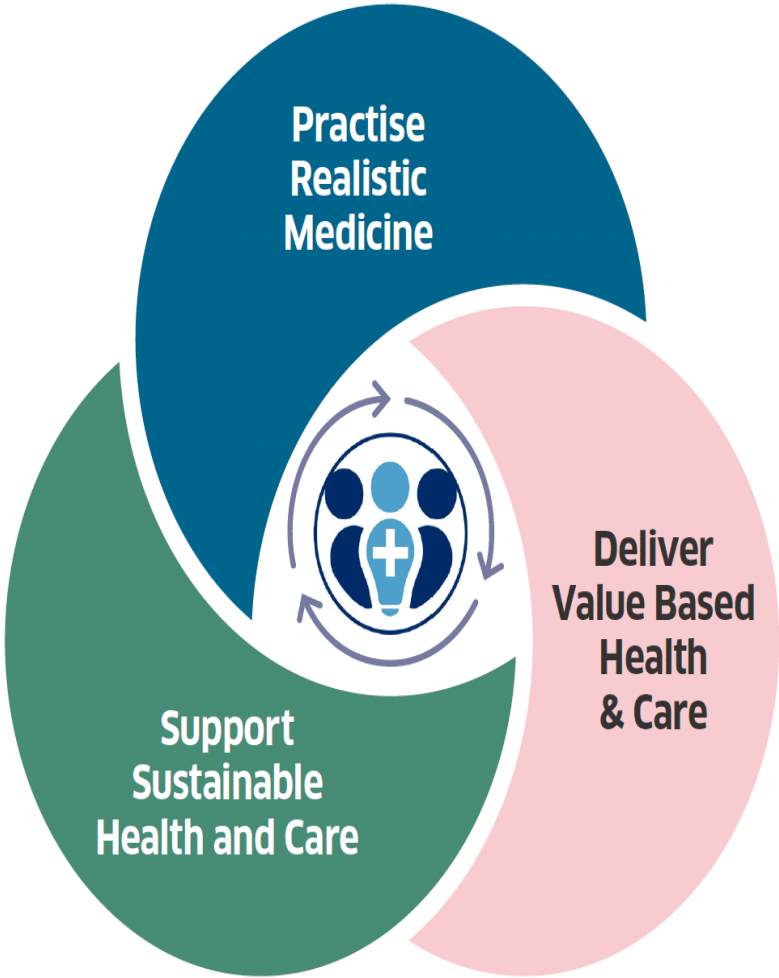
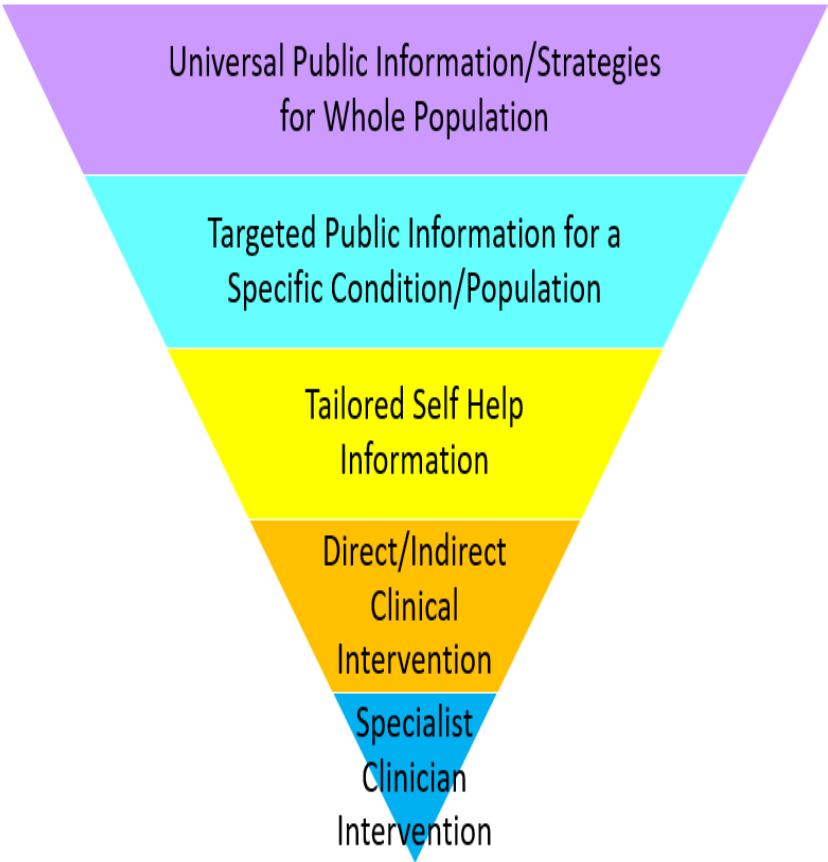
# Modern outpatient approach

## REALISTIC MEDICINE

WE CAN:



### AHP Delivery Model





# Aim Statement

By September 2025, 60% of Podiatry Musculoskeletal (MSK) referrals will be directed to self-care resources before clinician-supported interaction.

This is in line with the national Active Clinical Referral Triage (ARCT) protocol and Realistic Medicine approach.

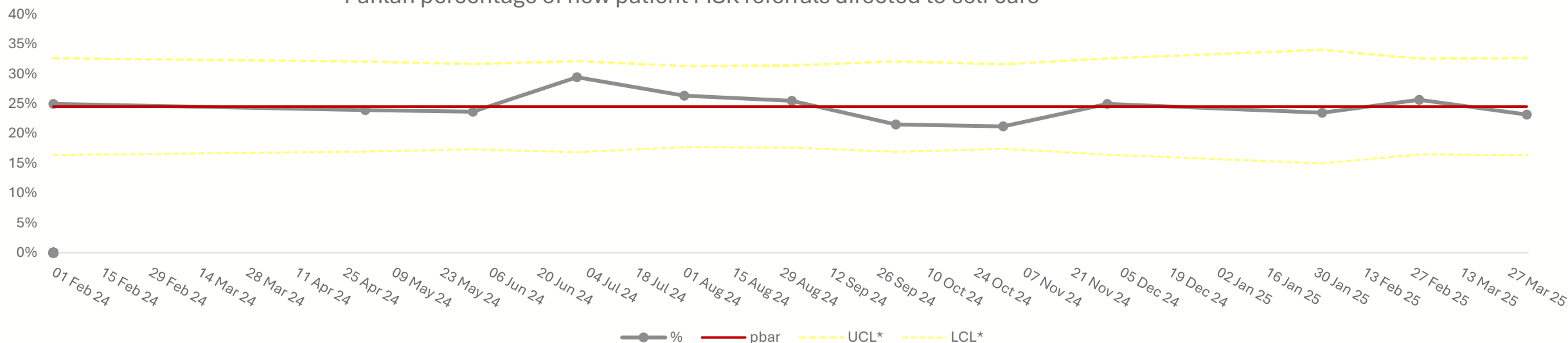
This project aims to enhance patient autonomy, optimise clinical resources, and improvement overall patient outcomes and satisfaction.

## Strategic Pivot: Focusing on the Front End

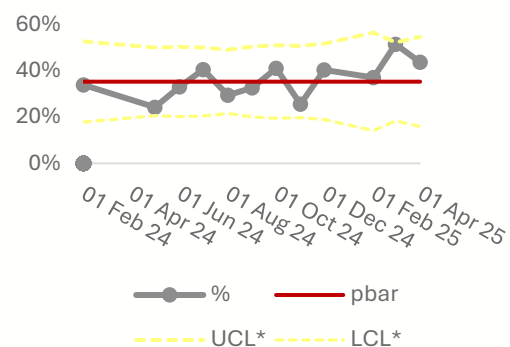


# Baseline data

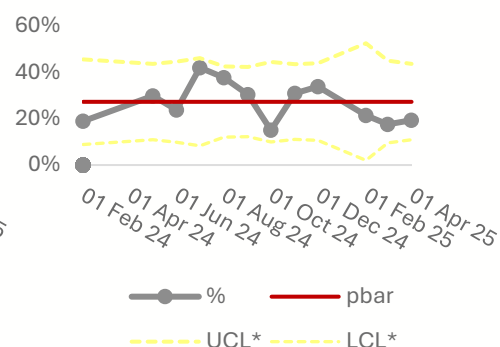
Panlan percentage of new patient MSK referrals directed to self care



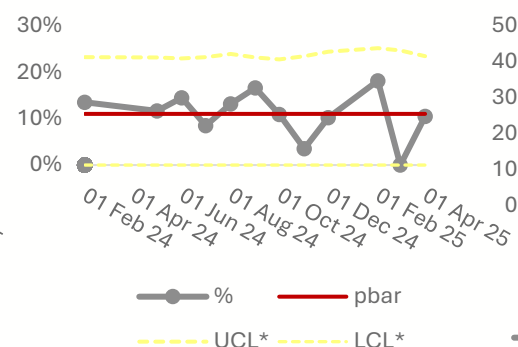
Unit 1



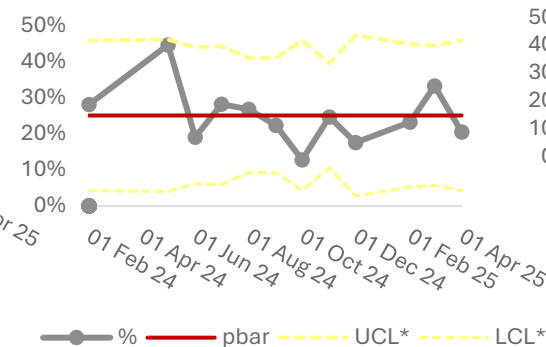
Unit 2



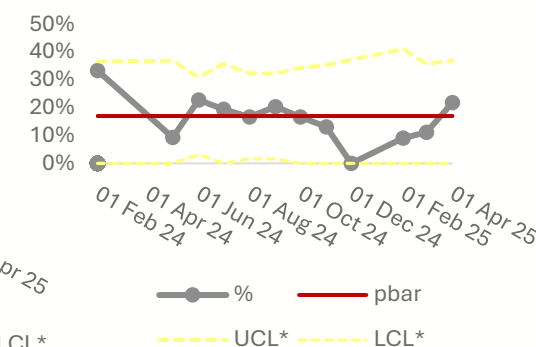
Unit 3



Unit 4



Unit 5



# Discovery data



## Challenges: Reality vs Expectations

23%

Average Self-Care Referrals  
Much lower than our 60% target

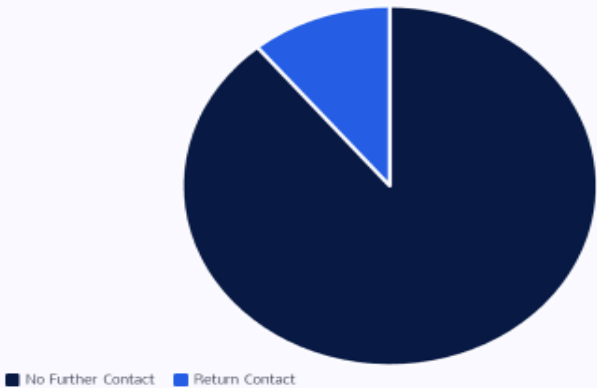
12-34%

Variation Range  
Significant differences across units

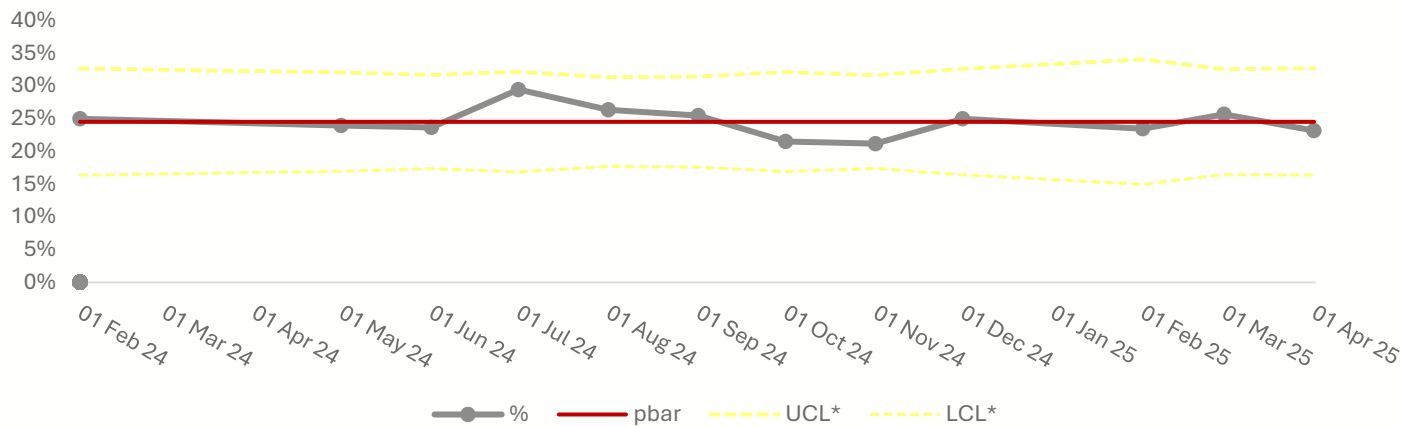
92%

Conversion Rate  
Telephone to face-to-face appointments

## Initial Data Analysis: Promising Results



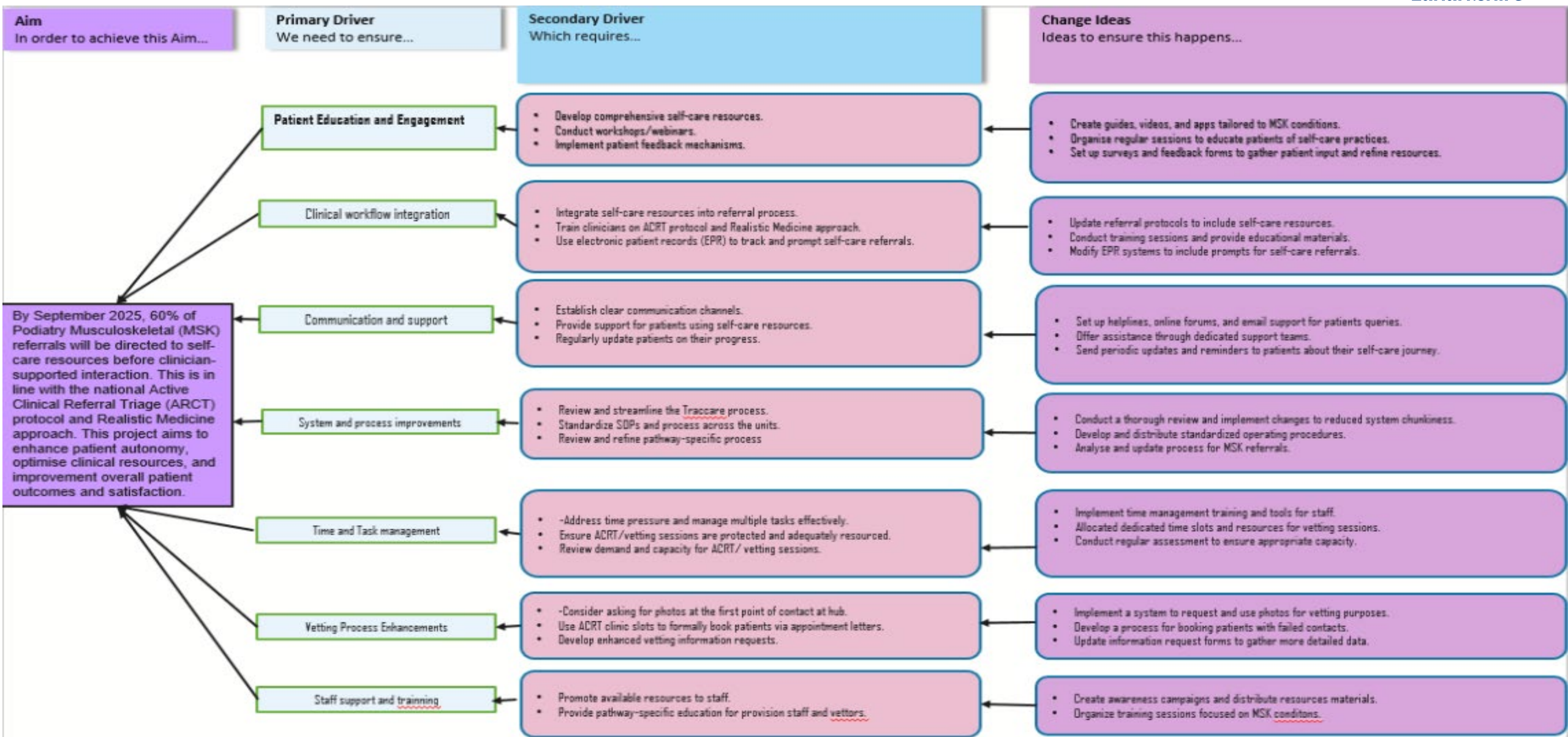
## Panlan percentage of new patient MSK referrals directed to self care



- What factors could be contributing to the MSK triage conversion rate to self-care being 24%?
- What strategies could we implement to improve the conversion rate?
- What factors might be causing the variation in conversion rates, ranging from 16% to 32%, across the five units?
- How can we minimize the variation spread?
- What factors could be influencing the 92% conversion rate from initial telephone consultations to face-to-face follow-ups?
- What approaches could we take to lower the conversion rate?



# Driver diagram



## Clinician Support

**Showcase data roadshow:** Three online (Teams) sessions with one mop up session. Focused on educating vetting clinicians about the benefits and methods of directing patients to self-care resources.

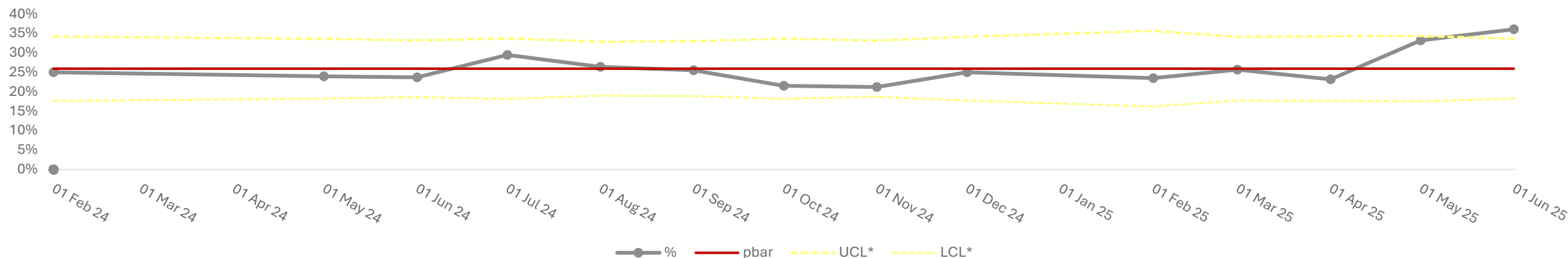
**Peer-Assisted Vetting:** Implement open access peer-assisted learning system where clinicians can offer peer-assisted support with direct access to an MSK clinical lead.

**Condition specific Clinical pathway website:** to support staff from both a provision and vetting perspective.

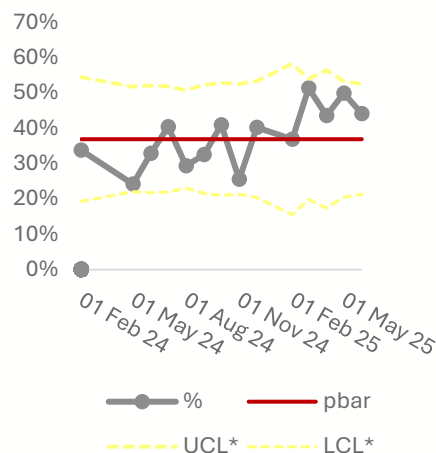
- Referral Follow-Up Rates
- Review of Falls register
- Patient engagement

# First phase PDSA findings

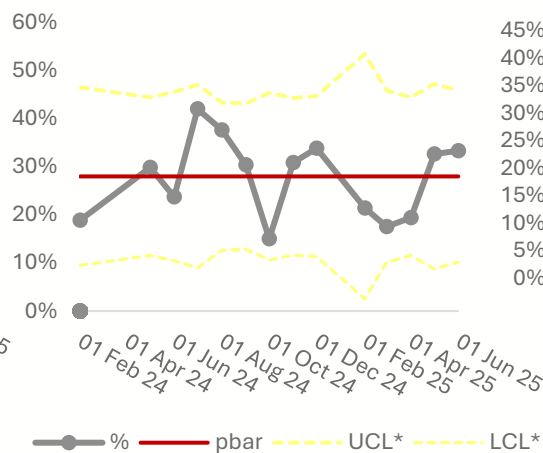
Panlan percentage of new patient MSK referrals directed to self care



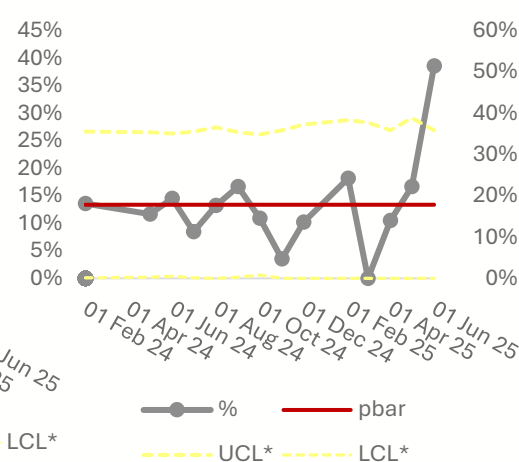
Unit 1



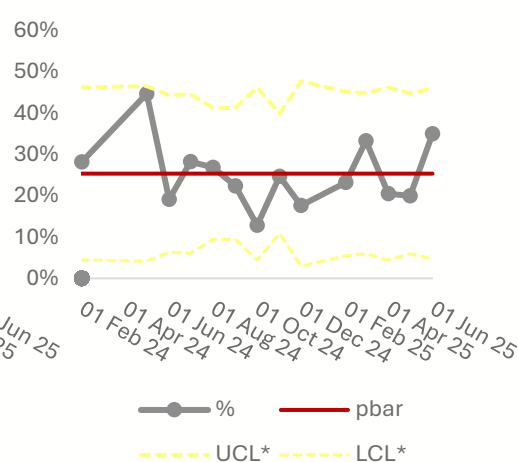
Unit 2



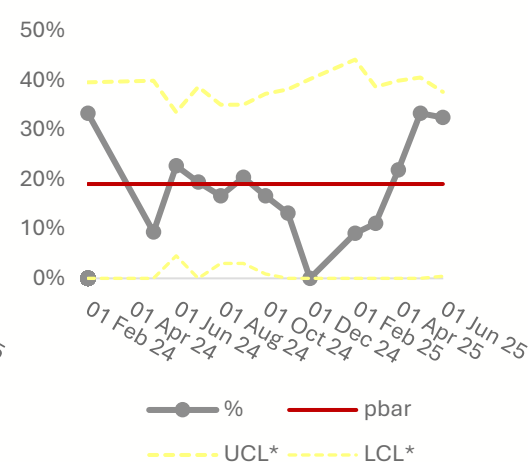
Unit 3



Unit 4



Unit 5



## Referral Statistics:

Total referrals received: **2,792 (Pathway 1-3)**

Referrals directed to self-care: **698 (25%)**

## Goal:

Redirect additional **1,033** referrals to self-care to achieve **60%**

## Impact:

Equivalent gain:

**0.5 WTE NP**

**1.5 WTE Return**



# Closing Thoughts

