

# JOHN LANT & PARTNERS

OSTEOPATHS

206 CHESTERTON ROAD CAMBRIDGE CB4 1NE

Tel: 01223 367661 (3 lines) Fax: 01223 303344 [www.johnlant.co.uk](http://www.johnlant.co.uk) admin@johnlant.co.uk  
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Dear

## **Provision of Osteopathic Services**

Since 2000 this practice has been twice annually conducting a survey of patients' opinions of the services we provide. Given the publication of the Musculoskeletal Services Framework (MSF) we have decided to extend this to explore GP's opinions of osteopathic provision.

"The Musculoskeletal Services Framework<sup>1</sup> will provide good practice guidance for commissioning musculoskeletal services, aiming to improve outcomes for the millions of people with musculoskeletal complaints."

"Commenting on the MSF, Philippa Robinson, the national implementation director for the 18 weeks delivery programme, said: "The MSF is about transforming services and as such is part of a new model of care that will help with the delivery of 18 weeks – switching from a focus on admission for surgery, to the whole patient pathway, with opportunities for exciting new approaches within primary care." This is to include the use of Allied Health Professionals such as Osteopaths.<sup>2</sup>

Our aim is to provide high standards of osteopathic healthcare services to the community with efficient and easy access. As a continued process we are looking for ways to improve our service as a health care provider and would very much appreciate your help and feedback regarding our service. Your responses will be treated in confidence.

We have therefore enclosed a short questionnaire that we would be most grateful if you could complete and return to us in the SAE supplied. Alternatively this can be returned by fax on 01223 303344 or email to [survey@johnlant.co.uk](mailto:survey@johnlant.co.uk).

Many thanks for your assistance.

Yours sincerely

## **John Lant and Partners**

<sup>1</sup> [www.18weeks.nhs.uk/Public/default.aspx?main=true&load=ArticleViewer&ArticleId=515](http://www.18weeks.nhs.uk/Public/default.aspx?main=true&load=ArticleViewer&ArticleId=515)

<sup>2</sup> [www.18weeks.nhs.uk/cms/ArticleFiles/gm5hdlexqmhakbqwzxfb32t19102005124130/Files/MSF.pdf](http://www.18weeks.nhs.uk/cms/ArticleFiles/gm5hdlexqmhakbqwzxfb32t19102005124130/Files/MSF.pdf)

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**CONFIDENTIAL Questionnaire**

**1) Do you suggest that osteopathy may be beneficial for some patients? (please tick as appropriate)**

**Yes** —————> go to question 2

**No** —————> go to question 3

**2) Would you recommend patients to osteopathy for the following? (please tick as many as you feel are appropriate)**

Cervical spine pain	<input type="checkbox"/>	Wrist/Hand problems	<input type="checkbox"/>
Thoracic spine pain	<input type="checkbox"/>	Musculoskeletal problems during pregnancy	<input type="checkbox"/>
Lumbar spine pain	<input type="checkbox"/>	Sport injuries	<input type="checkbox"/>
Headaches	<input type="checkbox"/>	Repetitive strain injuries	<input type="checkbox"/>
Hip problems	<input type="checkbox"/>	Facial pain	<input type="checkbox"/>
Knee problems	<input type="checkbox"/>	TMJ pain	<input type="checkbox"/>
Foot/ankle problems	<input type="checkbox"/>	Joint pain	<input type="checkbox"/>
Elbow problems	<input type="checkbox"/>	Sinus pain	<input type="checkbox"/>

Other .....

**3) If NO because?.....**

Would not refer outside the NHS	<input type="checkbox"/>
Loss of control over patient management	<input type="checkbox"/>
Too expensive	<input type="checkbox"/>
Unsure of the benefits of osteopathy	<input type="checkbox"/>
Lack of clinical evidence	<input type="checkbox"/>
Previous unsatisfactory experience	<input type="checkbox"/>
Refer to other health professionals	<input type="checkbox"/>

Other.....

**4) What aspects of our service do you value?**

Speed which patients can get appointments	<input type="checkbox"/>	Letter writing/feedback on patients progress	<input type="checkbox"/>
Ease of booking appointment	<input type="checkbox"/>	Quality of osteopathic care and practice facilities	<input type="checkbox"/>
Ease of access for patients (parking, near central location)	<input type="checkbox"/>	Treating patients with care and commitment	<input type="checkbox"/>
Disabled facilities	<input type="checkbox"/>	Quality of information given to patients	<input type="checkbox"/>
Helpfulness/Professionalism of our Staff	<input type="checkbox"/>	Opening hours	<input type="checkbox"/>
Is Private Health Insurance a factor in your referring pattern	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Other.....

**5) Is there any way you think we could improve our service provision?**

**6) Do you believe that osteopathy has a part to play in the commissioning of musculoskeletal services?**

**7) If you would be interested in any of the following, please tick as appropriate, leaving your contact details so we may contact you.**

Quarterly Practice newsletter	<input type="checkbox"/>
Referral guide for medical practitioners	<input type="checkbox"/>
Information/advice sheet for patients regarding osteopathy	<input type="checkbox"/>
Research/clinical based evidence of osteopathic management	<input type="checkbox"/>
Seminars/discussions on osteopathy	<input type="checkbox"/>

Other.....

**Your Contact details:**.....

**Please add any further comments that you may have.**

**If you would like a copy of this GP Survey 2006 or to discuss any issues related to it, do telephone us on 01223 367661 or email [survey@johnlant.co.uk](mailto:survey@johnlant.co.uk).**

**THANK YOU FOR YOUR TIME**