

# Report at a glance – key messages

A fracture liaison service (FLS) provides secondary prevention for individuals presenting with fragility fractures (defined as a fracture following a fall from standing height or less). These services systematically identify and assess the patient's risk of subsequent fractures, and treat and refer to other services to reduce that risk.

## Service performance

We congratulate the achievement of the **67 FLSs\* across England and Wales** that submitted 2019 data which contributed towards this report.

# 88%

of FLSs improved in at least one key performance indicator (KPI) in 2019.



**There has been an improvement in most KPIs, but further work is needed for effective and efficient service delivery.**

## Key findings



### Monitoring contact

2019 has seen monitoring improve for the first time in 3 years, with 41% of patients who have been prescribed osteoporosis treatment being contacted at 12–16 weeks post fracture. This is up from 36% in 2018, 38% in 2017 and 41% in 2016.

## Key recommendation

Without effective adherence, an FLS cannot reduce fracture risk or deliver expected improvements in patient outcomes. FLSs should use 16-week monitoring to personalise treatment recommendations according to patients' needs and optimise adherence at 1 year.



### Identification

9/67 (13%) FLSs submitted over 80% of the expected caseload. This is a decrease in comparison with 2018 (10/62, 16%). Identification of spine fractures decreased to 24% in 2019 from 15% in 2018.

Review performance across other parts of the FLS to establish whether vertebral fracture identification is the next priority for the FLS. If so, further recommendations on page 9 of the report.



### Quality improvement

Out of 59 FLSs actively participating in both 2018 and 2019, 52 (88%) FLSs improved in at least one KPI compared with 33% of participating FLSs in 2018.

Ensure that FLS staff time is dedicated to delivering at least one complete FLS quality improvement cycle in 2021–22. The aim should be to improve in one KPI while maintaining existing performance in other KPIs.

## Patient records

# 69,771



patient records were included in the 2019 audit, an 18.3% increase from 58,979 in 2018.

The number of participating FLSs increased from 63 to 67.

## Patient records

Of the 69,771 patient records, the site of index fracture was reported to be:

