

Musculoskeletal (MSK) and Physiotherapy Services in Wakefield District



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We would like to thank all respondents who have given their time to share their views.

Background

NHS Wakefield Clinical Commissioning Group (CCG) plans and buys healthcare for local people. The CCG wants to improve healthcare for people across the district and as part of this, we have engaged to get the views of those who use **Musculoskeletal (MSK) and Physiotherapy services** locally.

Musculoskeletal (MSK) conditions affect joints, bones and muscles. This can include autoimmune diseases and back pain, but also pain or stiffness in joints.

Physiotherapy services help to restore body movement and function when you are affected by injury, illness or disability.

This engagement covered services like:

- Orthopedics, including procedures like joint replacement or carpal tunnel surgery
- Physiotherapy, including advice, exercises and hands on therapy to heal, prevent injury and improve conditions. It also includes advanced physiotherapists who do assessments and treatment, like joint injections and ultrasound
- Pain management relating to MSK condition

Based on current information, there is a need to review the service in terms of the pathway, but also opportunities for care to be delivered closer to home and in a way that supports prevention and independence. The service model needs to be sustainable and appropriate for future, in line with changing health needs and increasing demand.

2. Our Engagement responsibilities

For NHS Wakefield CCG engaging people is not just about fulfilling a statutory duty or ticking boxes, it is about understanding and valuing the benefits of listening to patients and the public in the commissioning process.

By involving local people they want to give them a say in how services are planned, commissioned, delivered and reviewed. They recognise it is important who they involve through engagement activity. Individuals and groups play different roles and there needs to be engagement opportunities for both.

Legal Requirements

There are a number of requirements that must to be met when discussions are being made about the development of services, particularly if any of these will impact on the way these services can be accessed by patients. Such requirements include:

- The White Paper, 'Equity and excellence: Liberating the NHS'
- Health and Social Care Act 2012
- The NHS Constitution

The **White Paper, 'Equity and excellence: Liberating the NHS'**, and the subsequent **Health and Social Care Act 2012**, set out the Government's long-term plans for the future of the NHS. It is built on the key principles of the NHS - a comprehensive service, available to all, free at the point of use, based on need, not ability to pay. It sets out how the NHS will:

- put patients at the heart of everything it does, 'no decision about me, without me'
- focus on improving those things that really matter to patients
- empower and liberate clinicians to innovate, with the freedom to focus on improving healthcare services

It makes provision for CCGs to establish appropriate collaborative arrangements with other CCGs, local authorities and other partners, and it also places a specific duty on CCGs to ensure that health services are provided in a way which promotes the NHS Constitution - and to promote awareness of the NHS Constitution.

Specifically, CCGs must involve and consult patients and the public:

- in their planning of commissioning arrangements
- in the development and consideration of proposals for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
- in decisions affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact

The Act also updates Section 244 of the consolidated NHS Act 2006 which requires NHS organisations to consult relevant Overview and Scrutiny Committees on any proposals for a substantial development of the health service in the area of the local authority, or a substantial variation in the provision of services.

The duties to involve and consult were reinforced by the **NHS Constitution** which stated: 'You have the right to be involved directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services'.

3. Our Engagement approach

Objectives

The aims of the engagement were to:

- Obtain the views from patients and carers who are currently using the services under review.
 - to get views on: what is working well, what isn't working well and what improvements could be made to improve patient experience and outcomes
 - to get patients' views on self care, their level of motivation, and the potential barriers to accessing exercise programmes.
- The proposal is to do a two stage approach to engagement
 - a survey to patients to gain the wider perspective on services currently on offer as well as patients' needs
 - discussion group (with people being recruited via the survey) to get more detailed insight and suggestions from patients as to what and how things could be done differently.

What has been done so far?

As part of pre-engagement work, we collected various patient feedback that we have to date. This has included information from:

- Previous engagement (engagement around MSK services, including orthopaedics, physiotherapy, MSK pain management)
- Overview of patient and staff experience as collated by the CCG's Quality Intelligence Group, including:
 - Complaints, compliments and enquiries received by the CCG
 - Staff feedback
 - Healthwatch
 - Care Opinion
- Patient experience information from each of our providers

Who did we want to talk to?

Patients and the public

The engagement was open to all population of Wakefield District, but was targeted at current patients using the services. We aimed to reach patients using the following services:

- Orthopaedics
- Physiotherapy including advanced physio who do assessments and treatment, like joint injections and ultrasound
- Pain management relating to MSK condition
- Carpal tunnel

Current providers

We held sessions with those who currently provide services on our behalf. The key aim was to ask questions looking at the services as they are provided now, what has worked,

what didn't and what could have been done differently. We will incorporate this view into the overall feedback to help shape the way forward.

Methods

1. In the first instance, the **data** that we already hold was collated. This included:
 - Previous engagement
 - Patient experience information held by the CCG – complaints, compliments, general feedback and that of our key providers via provider management
 - Patient experience information held by those who currently provide the services – all providers have been asked to share information with us
 - Public health data – Public Health will be supporting this work by providing a desk top analysis of:
 - Prevalence estimates and analysis for various MSK conditions that are accessible through SystemOne.
 - Analysis of elective and non-elective activity that relates to MSK conditions and procedures.
 - Analysis of the level of need in terms of prevention for MSK conditions (Obesity / Smoking / falls prevention / bone health / physical activity levels)
 - Potential analysis of current service use (access to data dependant)

2. Survey

To make sure everyone has an opportunity to be involved, a survey was developed (Appendix 2). The survey was circulated via the engagement team's existing communication mechanisms and distributed by providers to patients accessing their service during the engagement period and those recently discharged.

Paper copies were also made available. Social media were used to raise publicity of this work. Partners and groups involved in the work of the CCG were asked to share it.

The survey was also shared with community groups. Groups were targeted specifically relating to audiences highlighted in the Equality Impact Assessment undertaken at the start of our engagement process. Every group was provided with copies of the survey and online survey link along with an open invitation to attend the group's meetings to discuss the project in more detail.

In addition to this, a series of **clinic sessions** were attended by the engagement team to further increase the opportunities to promote this engagement work and to support patients currently accessing the service to complete surveys. These were held across various locations.

3. Discussion group

A group discussion was held with the Self Management and Self Help group, who provided more insight into their experiences of using MSK and/or Physiotherapy services. Details of the conversation can be found in Appendix 1.

Public assurance

To provide assurance on the approach to engagement, PIPEC, the CCG's public assurance committee, were asked for the following prior to the engagement starting:

- 1) Do you feel this approach is comprehensive in terms of seeking views from a broad and diverse range of the population?
- 2) Are there any 'hard to reach' groups that you feel we should engage with?
- 3) Are there any particular issues that you are aware of that you feel need to be explored further relating to accessing MSK services?
- 4) Do you feel that the survey will allow for respondents to give feedback on how they see MSK services working at the moment?

Following this, the Committee were kept up to date on the progress of engagement and received updates of the feedback arising. The Committee will receive the final report.

The engagement ran from October to December 2019.

4. Analysis of survey

Survey was developed to enable the wider population to share their views and the below outlines the feedback received. This was available in hard copy and online.

Working with current providers, we have asked for each one to send the survey to their patients using the service/being discharged from the service during the time of the engagement taking place. This was done in a variety of ways including cards and posters with details, System One mailout and clinicians handing the survey out. In addition to this, the survey was completed face to face at clinics by CCG staff and shared via our internal and external communication channels.

200 surveys were completed, of which four were eliminated due to incompleteness of information.

In addition to the survey, discussion was held with the Self Management and Self Help group, who provided much helpful information. This can be found in Appendix 1.

Analysis below is based on 188 surveys as per data available at the time of writing this report. From this group, the majority of respondents (171; 91.44%) noted that they were completing the survey for themselves and additional 16 (8.56%) noted that they were completing it on behalf of someone else.

Have you or someone you care for used MSK/Physiotherapy services?		
Using them now	121	65.76%
Had an MSK problem, but not used specialist MSK/physio services	6	3.20%
Used them before, but not now	31	16.85%
Have/has an ongoing MSK problem(s)	16	8.70%
Never had an MSK problem	4	2.17%
Other	6	3.26%
	184	100%

Which MSK / Physiotherapy services are you completing this survey about?

Orthopaedics (e.g. joint replacement, elbow surgery, carpal tunnel)	5.49%	10
Physiotherapy (e.g. back and shoulder mobility problems and exercise)	52.20%	95
Physiotherapy assessment and treatment (e.g. joint injections, ultrasound)	14.29%	26
Pain management (e.g. long term pain ? knee, back, shoulder)	13.19%	24
Not sure which	7.14%	13
Not used one	1.65%	3
Other	6.04%	11
Total	100%	182

Where did the treatment take place?

Health centre / your GP practice	62.05%	121
Hospital - Dewsbury	2.56%	5
Hospital - Pinderfields	5.64%	11
Hospital - Pontefract	5.64%	11
Other	24.10%	47
Total	100%	195

Of those who noted 'other', all were clinics at a Wakefield GP practice (22) and our hospital trust (1).

When was the last MSK or Physiotherapy treatment?

Using them now	51.69%	92
In the last 1 - 2 months	20.22%	36
In the last 3 - 5 months	11.24%	20
6 months to a year ago	6.18%	11
Over a year ago	7.30%	13
Not used MSK services	3.37%	6
Total	100%	178

When the problem started and you (the person you care for) saw a **GP, how satisfied** were you/they with the following. Respondents were asked to score 0 to 5 - where 0 is not at all and 5 is best.

The information received about the condition		
0	4.32%	7
1	4.94%	8
2	6.79%	11
3	16.67%	27
4	24.07%	39
5	43.21%	70

How well the GP explained the help available for the condition		
0	3.07%	5
1	5.52%	9
2	8.59%	14
3	20.86%	34
4	20.25%	33
5	41.72%	68

How involved you felt in decisions about your care		
0	4.91%	8
1	3.07%	5
2	6.13%	10
3	17.79%	29
4	22.09%	36
5	46.01%	75

How much information was given about what would happen next - including the referral to see someone else (if appropriate)		
0	1.88%	3
1	5.63%	9
2	6.25%	10
3	19.38%	31
4	25.00%	40
5	41.88%	67

The information and advice given on looking after yourself while waiting for an MSK or Physiotherapy appointment

0	9.88%	16
1	8.64%	14
2	10.49%	17
3	12.35%	20
4	19.75%	32
5	38.89%	63

For responses within this section, respondents were asked to give more detail for any **scoring that was 2 or below**. For this, the main comments were linked to lack of information (24) - what the treatment would be and what would happen next (9) with comments including just being told that would be referred but not having any other detail and not knowing what to expect. Further 9 comments were in relation to not having information on how to self care before getting an MSK/Physio appointment and comments here included being given telephone number to make an appointment with physio, not having any information, being told to wait for physio. Three were specifically around condition not being explained and additional three about general lack of information being given from a GP or other professionals.

Five people commented that they felt not listened to or involved in their care. Additional three commented on treatment only looking at one issue when they had more than one, at times impacting on each other. For three people, the condition was not diagnosed at the point of seeing their GP, therefore they received no information. Lack of discussion about the condition or future treatment was noted by four respondents.

Respondents were asked to give their thoughts in respect of the time when treatment started with **MSK or Physiotherapy service/s**. They were asked to score **how satisfied they were** with the following, scoring 0 to 5 - where 0 is not at all and 5 is best.

How far you/they had to travel

0	1.88%	3
1	1.25%	2
2	4.38%	7
3	9.38%	15
4	16.88%	27
5	63.13%	101
N/A	3.13%	5

How easy it was to get there		
0	0.63%	1
1	0.63%	1
2	3.14%	5
3	10.69%	17
4	16.35%	26
5	64.78%	103
N/A	3.77%	6

How easy it was to get into the building		
0	0.63%	1
1	0.63%	1
2	0.63%	1
3	5.06%	8
4	15.19%	24
5	73.42%	116
N/A	4.43%	7

How long the wait was for the first appointment with MSK or Physio services		
0	1.90%	3
1	4.43%	7
2	6.33%	10
3	10.13%	16
4	19.62%	31
5	53.80%	85
N/A	3.80%	6

How easy it was to make the appointment		
0	1.28%	2
1	1.28%	2
2	3.85%	6
3	3.21%	5
4	17.31%	27
5	67.31%	105
N/A	5.77%	9

How convenient the appointment times were

0	1.27%	2
1	0.64%	1
2	2.55%	4
3	10.19%	16
4	13.38%	21
5	66.88%	105
N/A	5.10%	8

The skills and experience of the clinician

0	1.28%	2
1	1.28%	2
2	0.64%	1
3	3.85%	6
4	11.54%	18
5	76.28%	119
N/A	5.13%	8

The attitude and care of the clinician

0	1.29%	2
1	1.29%	2
2	1.94%	3
3	4.52%	7
4	10.97%	17
5	72.90%	113
N/A	7.10%	11

The telephone appointment (if applicable)

0	2.04%	3
1	0.68%	1
2	0.68%	1
3	2.04%	3
4	4.76%	7
5	22.45%	33
N/A	67.35%	99

The information given about the condition by the MSK or Physiotherapy service		
0	2.53%	4
1	1.27%	2
2	1.90%	3
3	8.23%	13
4	18.35%	29
5	61.39%	97
N/A	6.33%	10

How involved you felt in decisions about your treatment		
0	1.41%	1
1	2.82%	2
2	4.23%	3
3	8.45%	6
4	15.49%	11
5	56.34%	40
N/A	11.27%	8

For the scoring above, respondents were asked to give **comments for those aspects they scored 2 or below**.

Appointments were noted by 8 patients with comments including change in appointment resulted in cancellation, three appointments not being enough; having one appointment and being referred back to GP and there not being enough time spent with patient. Long waits for appointments accounted for half of the feedback with comments including two people having had private treatment due to pain; patient had to wait longer as couldn't make alternative location due to lack of public transport; and patient managed pain as had been through service before.

Location was noted by four people with two using taxi due to issues with public transport, which resulted in cost, one noting that the location is too far and another person noting that the building has too many stairs (patient scared of lifts).

Additional comments were around only having exercises (2) and information and attitude of staff being poor (2). Not feeling involved in care was noted by one person. One person noted having different appointments for different parts of their body instead of doing at the same time and had to involve GP again for diagnostics.

Respondents were asked to score **how important** the below is for them when using MSK and Physiotherapy services. This was again scored 0 to 5, where 0 is not at all and 5 is very important.

Distance to travel / how far away it is		
0	1.31%	2
1	1.31%	2
2	1.96%	3
3	15.03%	23
4	16.34%	25
5	62.75%	96
N/A	1.31%	2

Public transport links		
0	17.93%	26
1	2.07%	3
2	6.21%	9
3	18.62%	27
4	8.97%	13
5	35.86%	52
N/A	10.34%	15

Parking		
0	4.64%	7
1	3.31%	5
2	2.65%	4
3	9.93%	15
4	19.87%	30
5	56.95%	86
N/A	2.65%	4

How easy it is to get into the building

0	3.36%	5
1	0.00%	0
2	3.36%	5
3	12.08%	18
4	20.13%	30
5	60.40%	90
N/A	0.67%	1

Times of appointments

0	2.01%	3
1	0.67%	1
2	0.67%	1
3	8.72%	13
4	22.15%	33
5	63.76%	95
N/A	2.01%	3

Length of appointments

0	3.38%	5
1	2.03%	3
2	6.08%	9
3	6.76%	10
4	25.68%	38
5	53.38%	79
N/A	2.70%	4

Being involved in choices about the care/treatment		
0	0.00%	0
1	0.68%	1
2	2.72%	4
3	9.52%	14
4	21.77%	32
5	62.59%	92
N/A	2.72%	4

Being able to choose the clinician I see		
0	10.14%	15
1	2.70%	4
2	4.73%	7
3	22.30%	33
4	16.22%	24
5	34.46%	51
N/A	9.46%	14

The number of appointments I can have		
0	2.72%	4
1	0.68%	1
2	3.40%	5
3	21.09%	31
4	21.77%	32
5	45.58%	67
N/A	4.76%	7

Being given information that helps me to look after myself (leaflets, exercise sheets, telephone numbers)		
0	2.04%	3
1	0.00%	0
2	2.04%	3
3	17.69%	26
4	22.45%	33
5	53.74%	79
N/A	2.04%	3

Skills / experience of the clinician		
0	0.68%	1
1	0.00%	0
2	0.68%	1
3	2.70%	4
4	12.16%	18
5	79.05%	117
N/A	4.73%	7

Attitude of staff		
0	0.68%	1
1	0.00%	0
2	0.68%	1
3	2.70%	4
4	14.19%	21
5	74.32%	110
N/A	7.43%	11

As well as the above scoring, respondents were asked to choose **three aspects from these that were the most important** to them. 58 noted skill/experience of clinician, 25 distance to travel and 19 opted for times of appointments. The next closest scoring aspects were 'being involved in choices about the care/treatment' which was noted nine times and 'being given information that helps me to look after myself' which was noted eight times.

In terms of **communication**, respondents were asked to select an option from the below which they felt best described how involved they felt in their care.

Which of the sentences best describes how involved you feel in your care?		
My doctor is in control of my health	10.20%	15
I lack the confidence to manage my health but I know I need to take more of a role to change this.	11.56%	17
I know what I need to do to manage my health and wellbeing generally	25.85%	38
I feel confident and skilled in managing the general ups and downs of my health and know when to seek help.	52.38%	77

Respondents were also asked to state what, if any, **information** they were given about MSK and Physiotherapy services, conditions and the support available to them. Respondents were able to tick all of the below that were relevant to them.

Leaflet / booklet about the condition and self help	9.73%	43
Information and advice on how to manage the condition	10.86%	48
A link to a website with more information	3.62%	16
Face to face explanation	21.72%	96
Contact details for support groups	5.43%	24
Contact details for exercise programme to help me	2.71%	12
Being shown how to do the exercises that would help	14.03%	62
Contact details for the service if needed help	7.92%	35
What to expect next in my treatment	11.31%	50
What to expect next in my recovery	8.37%	37
Nothing	3.39%	15
Other	0.90%	4

Respondents were asked if there was **any information missing**. The responses indicated that, although 11 people noted there wasn't, there was a mixture of suggestions as to what would have been useful.

Four people noted leaflets, two people each noted having more information from a GP whilst waiting for their MSK/Physio appointment, written exercise as it can be forgotten and information on what to expect and further information.

In terms of what people found **most valuable or helpful about the service**, the following was noted.

The largest proportion of comments were in relation to being given an explanation of the condition and/or treatment (30). In the majority (16), this was attributed to Physiotherapist answering questions and giving an explanation. A mixture of comments where the clinician could not be clearly identified also linked to this theme. In general terms of support, five of the comments were made in respect of general support and advice offered.

Exercises that were given to patients to do at home (17) and selfcare information (2) were the next theme that arose from this question. This was followed by Physio treatment (8) and treatment, where no clinician was specified (10).

Appointments being given quickly was noted by seven respondents and additional 10 also made comments in relation to appointment process including ease, frequency and speed of referral.

How confident do you feel today to manage your own care? (0 is not at all and 5 is very)		
0	1.40%	2
1	0.00%	0
2	0.70%	1
3	9.79%	14
4	27.27%	39
5	40.56%	58
Still having treatment - too soon to say	20.28%	29

How much, if at all, has your quality of life improved since going through the service? (0 is not at all and 5 is lots)		
0	2.11%	3
1	2.82%	4
2	3.52%	5
3	18.31%	26
4	16.20%	23
5	16.90%	24
Still having treatment - too soon to say	40.14%	57

Select the statements you (the person you care for) agree with, if any. <i>Going through the service...?</i>		
Helped me understand my condition	22.79%	93
Taught me what I can do to improve my condition	19.85%	81
Helped me understand what I can expect to achieve	13.48%	55
Informed me about the different treatments available	10.29%	42
I felt involved and able to make decisions about my care	14.46%	59
I felt more confident to manage my condition	15.20%	62
No benefits	3.92%	16
Other	22.79%	93

5. Equality report

The survey returns have been analysed to understand if the sample who responded effectively represent the community of Wakefield, when compared to the census 2011 data. Where gaps exist, these are highlighted.

The returns will also be analysed to understand if any equality groups felt differently than other respondents about the MSK and Physio services. This will only be done for groups where there are enough numbers to understand if themes are emerging.

The free text responses will also be analysed to see if any comments relating to equality have been made.

Who is this form about?	n	%
Me	121	95.3%
Someone else - using their information	6	4.7%

The top 3 postcodes – WF2, WF4 and WF6, have been highlighted.

Postcode	n	%
WF	2	1.7%
WF1	9	7.6%
WF2	23	19.5%
WF3	1	0.8%
WF4	19	16.1%
WF5	7	5.9%
WF6	21	17.8%
WF7	7	5.9%
WF8	3	2.5%
WF9	12	10.2%
WF10	7	5.9%
WF11	2	1.7%
WF12	1	0.8%
WF13	1	0.8%
HD8	2	1.7%

S72	1	0.8%
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More women than men have competed the survey, this is often the case. A 34% response rate from men does demonstrate that we have heard a from a range of male voices on MSK and Physio services. This can be compared with the service user profile to understand if we have reached a representative sample of the profile.

What is your gender	Wakefield (census 2011)%	n	%
Male	49.1	46	34.8%
Female	50.1	80	60.6%
I describe my gender in another way		2	1.5%
Prefer not to say		4	3.0%

The age data has been analysed in two ways, once to demonstrate in 10 year cohorts to understand the ages of people who have responded to the survey and secondly to compare to the profile for Wakefield. It is clear that no younger people were engaged, though this may be due to the targeting of people who already used MSK and Physio services.

Age	n	%
20-29	1	0.8%
30-39	10	8.5%
40-49	23	19.5%
50-59	38	32.2%
60-69	29	24.6%
70-79	14	11.9%
80+	3	2.5%

The age was also analysed to be able to compare with the Wakefield census results.

Age	Wakefield (census 2011)%	n	%
0-17	21.2	0	0.0%
18-44	34.7	21	17.8%
45-64	27.3	68	57.6%
65+	17	29	24.6%

Are you a parent/primary carer of a child or children, if yes, how old are they?	n	%
0-4	7	5.7%
5-9	6	4.9%
10-14	9	7.4%
15-19	8	6.6%
Prefer not to say	2	1.6%

Not applicable	90	73.8%
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Which country were you born in?	n	%
United Kingdom	122	93.1%
Prefer not to say	5	3.8%
Other	4	3.1%

Other: USA, South Africa x 2, France

For religion both Muslims and Christians were underrepresented, although at 50% of the survey it is clear that Christians views have been heard. Muslims made up 2% of the population of Wakefield in 2011 and none were reached by this survey. This may be as a result of the service user profile as only current users were targeted.

What religion are you?	Wakefield (census 2011)%	n	%
Buddhism	0.2	0	0.0%
Hinduism	0.3	0	0.0%
Judaism	0.0	0	0.0%
Sikhism	0.1	1	0.8%
Islam	2.0	0	0.0%
Christianity (all denominations)	66.4	66	50.8%
No religion	24.4	48	36.9%
Prefer not to say		9	6.9%
Other	0.3	6	4.6%

Other: Spiritualism, Methodist, Church of England

For ethnicity the data is reported by overarching ethnic groups and then in comparison to Wakefield data. The only gap is for people from Pakistani heritage groups. There is a slight gap for White British people but at 89% of the respondents their views are very well represented.

What is your ethnicity	n	%
Asian or Asian British	2	1.5%
Black or Black British	0	0.0%
Mixed or multiple ethnic groups	1	0.8%
White	121	92.4%
Other ethnic groups	0	0.0%
Prefer not to say	7	5.3%

Ethnicity	Wakefield Census 2011 %	n	%
Asian / Asian British			
Indian	0.5	0	0
Pakistani	1.5	0	0

Bangladeshi	0.0	1	0.8
Chinese	0.3	1	0.8
Any other Asian background	0.4	0	0
Black / Black British			
Caribbean	0.1	0	0
African	0.6	0	0
Any other Black background	0.1	0	0
Mixed / multiple ethnic groups			
White and Black Caribbean	0.3	0	0
White and Black African	0.1	0	0
White and Asian	0.3	0	0
Any other mixed background	0.2	1	0.8
White			
White English/Welsh/Scottish/Northern Irish/British	92.8	117	89.3
Irish	0.3	0	0
Gypsy or Irish Traveller	0.1	0	0
White Other	2.3	3	2.3
Other			
Arab	0.1	0	0
Other	0.2	0	0

For disabled people there was a slight gap in representation. The range of impairments is broad, particularly when the 'others' are taken into the account.

It would appear that there was an error on the survey as a couple of respondents pointed out that they were not able to say 'none' on the survey.

None but your daft survey would not let me continue until I had checked a box and the was no "none" option

Are you disabled?	Wakefield Census 2011 %	n	%
Yes	Day to day activity; limited a little - 11.3% limited a lot – 10.7%	26	20.0%
No		96	73.8%
Prefer not to say		8	6.2%

What type of impairment?	n	%
Physical or mobility impairment	26	19.8%
Sensory impairment	11	8.4%
Mental health condition	26	19.8%
Learning disability	1	0.8%
Long term condition	25	19.1%

Other	29	22.1%
Prefer not to say	13	9.9%

A number of conditions were noted by respondents:

- Anxiety x2
- Anxiety, Asthma and Blood Pressure
- Arthritis and ischaemic heart disease
- Asthma
- Asthma, bladder problems
- Back and knee problems
- Blind
- Chronic asthma
- COPD
- Deafness
- Diabetes
- Fibromyalgia x2
- High blood pressure.
- Kidney Failure - I have dialysis on a weekly basis
- Long term back problem currently exacerbated by a knee problem.
- Lower back issues
- Plantar fasciitis
- Under active thyroid
- Vertigo
- 2 x Hearing Aids

The respondents who were carers were represented compared to the community.

Are you a carer?	Wakefield (census 2011) %	n	%
Yes	11.3	16	12.5%
No		105	82.0%
Prefer not to say		7	5.5%

There was very limited representation from lesbian, gay, bisexual and transgender people. There is no data for Wakefield as this data is not collected as part of the census, however the ONS published data for lesbian, bisexual and gay populations, estimating 1.1% for West Yorkshire (2013-15).

What is your sexual orientation	n	%
Bi/Bisexual	1	0.8%
Gay	0	0.0%
Lesbian	0	0.0%
Heterosexual/Straight	113	88.3%
Prefer not to say	12	9.4%
I prefer to use another term	2	1.6%

There were no trans people who identified themselves on the survey.

Do you or anyone you live with get any type of benefits?	n	%
Yes	32	26.0%
No	81	65.9%
Prefer not to say	10	8.1%

1 person was pregnant or had given birth in the last 6 months.

The free text content was reviewed for any comments that raised equality issues. The following comments were identified.

I felt as I am young the GP did not take me seriously & didn't want to know. Despite this been a long term problem. After insisting on a referral after physio advice I was told by the GP I was being referred to Rheumatology. However I had a missed call which was followed by a txt message appointment from MSK which I knew nothing about.

I have to get a taxi here as due to anxiety issues I am unable to come on public transport. I really like the physio so don't want to change even though it costs me £8.00 each way.

How easy it was to get into the building - there are too many stairs, I don't like lifts!

Too far to travel for someone of the persons age

Though it was out of the way as I'm in Charlston and it cost 14 pounds in a taxi there and 14 back . Otherwise I would have to get 3 buses each way

- procedures and treatment explained
- Ability to choose appointment times to fit in with picking my grandson up from school,

But maybe a general leaflet would be useful on what to expect at your first appointment - and some general rules. I know that the physiotherapist I was seeing does acupuncture - luckily I had a vest on underneath my top so he was able to do this at this time and I made sure that I wore one at every appointment in case he needed to do any hands on trigger points etc or acupuncture again.

6. Conclusion

This engagement process has provided a snapshot of the views of the public, key stakeholders, providers and voluntary and community sector organisations on Musculoskeletal and Physiotherapy services.

The key themes arising from engagement were:

- Responses were in majority from current service users
- Overall, satisfaction when seeing a GP was 5 out of 5 for:
 - The information received about the condition
 - How well the GP explained the help available for the condition
 - How involved patients felt in decisions about their care
 - How much information they were given about what would happen next in their care
 - The information and advice given on looking after themselves whilst waiting for an MSK or Physiotherapy appointment
- For those who gave comments on the areas they weren't satisfied with when seeing a GP, the majority of comments related to information and mainly what would happen next in their treatment, and how to look after themselves whilst waiting for appointment with MSK/physio service. Additional themes were not feeling listened to or involved in their care and care only focussing on one aspect when patient needed help with more than 'one part of the body'.
- Overall, satisfaction with the MSK/Physiotherapy services were again 5 out of 5 in respect of:
 - How far patients had to travel to get to the service
 - How easy it was to get there
 - How easy it was to get into the building
 - How long they had to wait for their first appointment
 - How easy it was to make their appointment
 - How convenient the times of the available appointments were
 - The skill and care of the clinician they saw
 - How happy those who used a telephone appointment were
 - The information that they were given about the condition
 - How involved they felt in decisions about their treatment
- Where comments were given about low satisfaction with these aspects, the comments were mainly linked to appointments (8), with half being about the long wait before being seen for the first time. Another theme from these (4) were about access to the services when not being able to use public transport and physical access to a building.
- In terms of what is important to patients, all of the aspects we asked patients to give thoughts on were considered as 5 out of 5. This included how far a service is; public transport links; parking; how easy it is to get into the building; times, length and the number of appointments available; being involved in choices about treatment; being

able to choose the clinician they see and the experience of the clinician as well as attitude of staff; and the information given.

- The three most important aspects from the above list, as given by those who responded to this question (102) were skill/experience of clinician (56.9%), distance to travel (24.5%) and times of appointments (18.6%).
- When asked to rate how involved patients felt in their care, just over half of those who responded said that “they feel confident and skilled in managing the general ups and downs of their health and know when to seek help”. This was followed by almost 30% stating that they “know what they need to do to manage their health and wellbeing generally”.
- The most form of information that patients were given about MSK and Physiotherapy services, conditions and the support available to them were:
 - Face to face explanation
 - Being shown how to do the exercises that would help
 - What to expect next in their treatment
 - Information and advice on how to manage their condition

The least scoring type of information was being given contact details for exercise programmes, followed by a link to a website with more information.

- Of those that replied to a question as to whether there was any information missing, suggestions on what would have been helpful included having more information from a GP whilst waiting for MSK/Physiotherapy appointment, written exercises to be able to refer to these and what to expect next.
- Patients found being given an explanation of the condition and/or treatment most helpful about the service. In majority, this was attributed to Physiotherapist giving an explanation and answering questions. Exercises that were given to patients to do at home, selfcare information, treatment and speed/frequency of appointments were noted.
- When asked how confident patients felt to manage their care now, 40.56% noted they felt very confident. From 114 responses, just over 2% noted they didn't feel confident.
- Looking at how much has the quality of patients' lives improved since going through the service, the majority noted 3 out of 5 or above. Just over 2% felt that their quality of life didn't improve at all.
- Going through the service has had varied benefits for patients, with the most noted being helping them to understand their condition and teaching them what they can do to improve their condition. Just under 4% of those who responded to this question noted no benefits.
- Feedback from the discussion reflected the themes within the survey in terms of where there was good level of communication, this was linked to better patient experience. This included explanation of the condition, what to do and what to expect in treatment and updates on appointments. The need to understand the patient as a whole person was noted as was the appreciation of patients generally wanting information. This is especially important for patients with mental health conditions.

This report will inform the service review programme. It will be made publically available and feedback provided to those respondents who have requested it.

SMaSH group**3 December 2019**

Discussion was held with members of the SMaSH support group as part of the current NHS Wakefield CCG's engagement around MSK and Physiotherapy services. Eight members took part, two members of CCG staff attended.

The feedback received was as follows:

Person 1:

- Was due to have a hip replacement done in the first week in October but haven't heard until today when was told that operation will be in mid December.
- The hip has been affected due to taking steroids for Crohn's
- Have been referred to Physio. Had to wait about six weeks for the initial appointment. Did not get any information on selfcare whilst waiting for the initial appointment but don't feel I needed anything – just the appointment.
- The Physio cancelled on me this week as she is poorly and this is not the first time. I've now been offered an appointment somewhere else, not in my GP practice as I usually do. I'm ok to travel.
- Physio always has an answering machine. There is no response and they don't ring back when you leave a message.

Person 2:

- Have a long term condition and have suffered with MSK related issues for a while now. Have a problem with spine, shoulder and legs.
- Use pain clinic at Pontefract.
- Have attended group physio at Pontefract and this was really good. Got more out of it than one to one physio. One to one physio is directed just on one area of your body, one issue they are dealing with but having physio on my spine caused shoulder problem so then had to have another physio for that. It was too much to cope with, too painful. You see one person per one thing instead of being seen as a whole person.
- Was against the group physio initially but liked it. Learnt a lot from other people in the waiting room, was good to share with people who have a similar issue and being able to exchange ideas of what might work.
- You have the group physio for a period of time but then you have 8/9 months gap until you see someone. Mental health issue means that I can't remember things as well so I forget during the time that I have to wait. Having been given leaflets with the information like exercise that I need to do would have been useful.
- I've never had an explanation of my condition.
- Being seen by the neurosurgeon wasn't positive due to the attitude of the surgeon.
- For this part, had 7 pre-ops and eventually was seen at Nuffield Hospital. Follow up after the surgery also wasn't seen positively, including much more significant scaring compared to other patients having undergone the same surgery. When noted that was experiencing

no use of an arm, dizziness and epileptic fits, was told by the surgeon that this was 'normal'.

- Pontefract pain clinic – doctor and nurses are fantastic. They see you as a person too. They picked up on mental health issues, which were negatively affecting the person, and were willing to help and support, offering to make a referral to Talking Therapies.
- Physio demonstrating at one to one sessions was really good as helped to be able to follow the instructions. Also makes you feel that you can do it when they are prepared to do it themselves.
- Group physio – the lady was motivational and always tried to help you to do that bit more.
- Feel involved – lucky that all clinicians ask what I want, listen and pretty much tailor make what happens around me.

Person 3:

- Communication and contact is the key theme in accessing services and experience. There is often lack of it. People need
 - Updates on appointments
 - What's wrong with me
 - Specialists need to liaise with GPs faster – being seen in March and GP getting a letter in December is too long. There seems to be lack of admin to support this.
 - Particularly for people with mental health issues – people want to know what is happening, what is going to happen next.
- Fibromyalgia – Pontefract pain clinic don't deal with it. Who does? Patients need clarification as to whether they are doing the right thing with doing exercise and also, what exercise is good?

Person 4:

- Registered at Kings Medical centre and accessing physio there. Have been supported by the GP and Physio in caring for septic arthritis and issues with a leg.
- Have been told that exercise is the option and given a leaflet with these. Continue to do them and managing it. Happy with support.

Person 5:

- Have been accessing hydrotherapy as can't do physio for back issue. Have experienced issues with weight gain had to have anti inflammatory to manage condition but this caused weight gain. Had to lose weight to access treatment but having been waiting for this and taking the medication, the weight was going up – it was a cycle.
- Hydrotherapy was good whilst there but once you leave, it's back to how it was.
- Again looking at parts of you rather than all of you.
- Group physio session would have been something that the person would have considered but would have needed a friend to attend with her as scared to attend any sessions alone due to anxiety. Simple offer of the session would not have translated into attendance due to anxiety.

Person 6 and 7 – no direct experience

Musculoskeletal (MSK) and Physiotherapy services

NHS Wakefield Clinical Commissioning Group (CCG) plans and buys healthcare for local people. The CCG wants to improve healthcare for people across the district. We want to improve how **Musculoskeletal (MSK) and Physiotherapy services** are provided locally.

Musculoskeletal (MSK) conditions affect joints, bones and muscles. This can include autoimmune diseases and back pain, but also pain or stiffness in your joints.

Physiotherapy services help to restore body movement and function when you are affected by injury, illness or disability.

This covers services like:

- Orthopedics, including procedures like joint replacement or carpal tunnel surgery
- Physiotherapy, including advice, exercises and hands on therapy to heal, prevent injury and improve conditions. It also includes advanced physiotherapists who do assessments and treatment, like joint injections and ultrasound
- Pain management relating to MSK condition

We would like to hear about your experiences of using these services locally to help us understand how we can improve these services.

Please tell us by completing and returning our short survey. You can fill it in online at <https://secure.crtviewpoint.com/Online/Survey/eea4f4f5-c543-4d5e-8caf-53820b9c810a>

We will be holding a **discussion group** and would like to invite you to come and have a chat with us about your experience.

Please get in touch if you are interested in coming - either by phone on the numbers below or send us an email.

If you want more information or want help to complete the survey, please call us on 01924 317644 or e-mail sarah.deakin@wakefieldccg.nhs.uk / dasa.farmer@wakefieldccg.nhs.uk

If you have used both Orthopaedics and Physiotherapy services, please fill in separate surveys to tell us about your experiences.

Thank you for helping us improve our services.

About you

1. Are you completing this survey ... (please tick one option)

<input type="checkbox"/>	About yourself
<input type="checkbox"/>	About someone else and their experience/s (if you are a carer or family member of someone who has used the services)

2. Have you or someone you care for used MSK/Physiotherapy services?

<input type="checkbox"/>	Using them now
<input type="checkbox"/>	Had an MSK problem, but not used specialise MSK/physio services
<input type="checkbox"/>	Used them before, but not now
<input type="checkbox"/>	Have/has an ongoing MSK problem(s)
<input type="checkbox"/>	Never had an MSK problem
<input type="checkbox"/>	Other (please tell us more)

3. Which MSK/Physiotherapy services are you completing this survey about

<input type="checkbox"/>	Orthopaedics (e.g. joint replacement, elbow surgery, carpal tunnel)
<input type="checkbox"/>	Physiotherapy (e.g. back and shoulder mobility problems and exercise)
<input type="checkbox"/>	Physiotherapy assessment and treatment (e.g. joint injections, ultrasound)
<input type="checkbox"/>	Pain management (e.g. long-term pain – knee, back, shoulder)
<input type="checkbox"/>	Not sure which
<input type="checkbox"/>	Not used one
<input type="checkbox"/>	Other (please tell us more)

4. Where did the treatment take place? (If treated in more than one place, please tick all that apply)

<input type="checkbox"/>	Health centre / your GP practice
<input type="checkbox"/>	Hospital – Dewsbury
<input type="checkbox"/>	Hospital – Pinderfields
<input type="checkbox"/>	Hospital – Pontefract
<input type="checkbox"/>	Other (please tell us where)

5. When was the last MSK or Physiotherapy treatment?

<input type="checkbox"/>	Using them now
<input type="checkbox"/>	In the last 1 – 2 months
<input type="checkbox"/>	In the last 3 – 5 months
<input type="checkbox"/>	6 months to a year ago
<input type="checkbox"/>	Over a year ago
<input type="checkbox"/>	Not used MSK services

Experiences of using MSK and Physiotherapy services

6a. When the problem started and you (the person you care for) saw a GP, how satisfied were you/they with the following?

(please score 0 to 5 – where 0 is not at all and 5 is best). Tick one box per line.

	0	1	2	3	4	5
The information received about the condition						
How well the GP explained the help available for the condition						
How involved you felt in decisions about your care						
How much information was given about what would happen next - including the referral to see someone else (if appropriate)						
The information and advice given on looking after yourself while waiting for an MSK or Physiotherapy appointment						

6b. If you scored 2 or less, please tell us more about this.

6c. When treatment started with MSK or Physiotherapy service/s, how satisfied were you (or the person you care for) with?

(please score 0 to 5 – where 0 is not at all and 5 is best). Tick one option per line.

	0	1	2	3	4	5	N/A
How far you/they had to travel							
How easy it was to get there							
How easy it was to get into the building							
How long the wait was for the first appointment with MSK or Physio services							
How easy it was to make the appointment							
How convenient the appointment times were							
The skills and experience of the clinician							
The attitude and care of the clinician							
The telephone appointment (if applicable)							
The information given about the condition by the MSK or Physiotherapy service							
How involved you felt in decisions about your treatment							
Other, please tell us							

6d. If you scored 2 or less, please tell us more about this.

7. How important are the following things when using MSK and Physiotherapy services? (0 is not at all and 5 is very important):	0	1	2	3	4	5
Distance to travel / how far away it is						
Public transport links						
Parking						
How easy it is to get into the building						
Times of appointments						
Length of appointments						
Being involved in choices about the care/treatment						
Being able to choose the clinician I see						
The number of appointments I can have						
Being given information that helps me to look after myself (leaflets, exercise sheets, telephone numbers)						
Skills / experience of the clinician						
Attitude of staff						
Other, please tell us what this was						

7a From the list above, please tell us the top three priorities:
1.
2.
3.

Communication

8. Which of the sentences best describes how involved you feel in your care? Please tick one option only

<input type="checkbox"/>	My doctor is in control of my health
<input type="checkbox"/>	I lack the confidence to manage my health but I know I need to take more of a role to change this
<input type="checkbox"/>	I know what I need to do to manage my health and wellbeing generally
<input type="checkbox"/>	I feel confident and skilled in managing the general ups and downs of my health and know when to seek help

9. What information, if any, were you (the person you care for) given about MSK and Physiotherapy services, conditions and available support? Please tick all that apply.

<input type="checkbox"/>	Leaflet / booklet about the condition and self help
<input type="checkbox"/>	Information and advice on how to manage the condition
<input type="checkbox"/>	A link to a website with more information
<input type="checkbox"/>	Face to face explanation
<input type="checkbox"/>	Contact details for support groups
<input type="checkbox"/>	Contact details for exercise programme to help me
<input type="checkbox"/>	Being shown how to do the exercises that would help
<input type="checkbox"/>	Contact details for the service if needed help
<input type="checkbox"/>	What to expect next in my treatment
<input type="checkbox"/>	What to expect next in my recovery
<input type="checkbox"/>	Nothing
<input type="checkbox"/>	Other (If you ticked other, please tell us more.

9a. Was any information missing? Please tell us more.

<input type="checkbox"/>	N/A

10. What was most valuable or helpful about the service?

--

Managing health

11. How confident do you feel today to manage your own care? Please circle on the scale below (0 is not at all and 5 is very)

0 1 2 3 4 5

Still having treatment - too soon to say

12. How much, if at all, has your quality of life improved since going through the service? Please circle on the scale below (0 is not at all and 5 is lots)

0 1 2 3 4 5

Still having treatment - too soon to say

13. Tick the statements you (the person you care for) agree with, if any.

Going through the service.....

Helped me understand my condition

Taught me what I can do to improve my condition

Helped me understand what I can expect to achieve

Informed me about the different treatments available

I felt involved and able to make decisions about my care

I felt more confident to manage my condition

No benefits

Other, please tell us

Equality Monitoring Form

In order to make sure we provide the right services and avoid discriminating against any groups, it is important to collect and analyse the following information. When we write reports no personal information will be shared. Your information will be protected and stored securely in line with data protection rules. If you would like to know how we use this data please visit our privacy notice -

<https://www.wakefieldccg.nhs.uk/home/patient-in-wakefield/get-involved/privacy-notice-and-data-protection/>

If you would like help to complete this form or would like a form in a different format (such as large print) please contact Sarah Deakin on 01924 317644 or email sarah.deakin@wakefieldccg.nhs.uk

1. Who is this form about?

- Me
- Someone else – using their information

2. What is the first part of your postcode?

Example	W	F	1	1
Yours				

Prefer not to say

3. What is your gender?

- Male
- Female

I describe my gender in another way (please write in)

- Prefer not to say

4. How old are you?

Example	42
Yours	

Prefer not to say

5. Which country were you born in?

- United Kingdom
- Prefer not to say

Other (please write in):

6. Do you belong to any religion?

- Buddhism
- Islam
- Hinduism
- Christianity (all denominations)
- Judaism
- No religion
- Sikhism
- Prefer not to say

Other (Please write in)

7. What is your ethnic group?

- Prefer not to say

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background (please write in)

Black or Black British

- African
- Caribbean
- Other Black background (please write in)

Mixed or multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Other Mixed background (please write in)

White

- English/Welsh/Scottish/Northern Irish/ British
- Gypsy or Irish Traveller
- Irish
- Other White background (please write in)

Other ethnic groups

- Arab
- Any other ethnic background (please write in)

8. Are you disabled?

Yes No Prefer not to say

9. Do you have any long term conditions, impairments or illness? (please tick any that apply)

Physical or mobility impairment
(such as using a wheelchair to get around and / or difficulty using your arms)

Sensory impairment
(such as being blind / partially sighted or deaf / hard of hearing)

Mental health condition
(such as having depression or schizophrenia)

Learning disability
(such as having Downs Syndrome or dyslexia) or a cognitive or developmental issue (such as autism or a head-injury)

Long term condition
(such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)

Other (please write in)

Prefer not to say

10. Are you a carer?

(Do you provide unpaid care/support to someone who is older, disabled or has a long term condition)

Yes No Prefer not to say

11. Please select the option that best describes your sexual orientation

- Bi/Bisexual
- Gay
- Lesbian
- Heterosexual/Straight
- Prefer not to say
- I prefer to use another term (please write in)

12. Do you consider yourself to be a Trans* person?

Yes No Prefer not to say

*Trans is an umbrella term used to describe people whose gender is not the same as the sex they were assigned at birth.

13. Do you/or anyone you live with get any of these types of benefits?

**

Universal Credit, Housing Benefit, Income Support, Pension Credit – Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit

Yes No Prefer not to say

**We are asking this question to help us understand if being on a lower income affects experiences of services or health.

14. Are you pregnant or have you given birth in the last 6 months?

Yes No Prefer not to say

15. Are you a parent/primary carer of a child or children, if yes, how old are they?

0-4 5-9 10-14 15–19

Prefer not to say Not applicable

Thank you for taking the time to complete this form.

Please return this to us by using this freepost address (no stamp needed)

FREEPOST NHS WAKEFIELD CCG

