

# Integrated MSK Service

High Weald Lewes and Havens,  
Eastbourne, Hailsham and Seaford  
CCG's - Integrated Musculoskeletal  
Service

# Background

Commissioner driven re-design



CCGs (EHS, High Weald, Lewes and Havens) worked with local people and professionals to design new service



Evidence based new service - 8 pathways across 80 common MSK conditions



Contract awarded to Sussex MSK Partnership



Phased implementation from 1<sup>st</sup> January 2015

# Sussex MSK Partnership

*what is it?*



**HORDER**HEALTHCARE

Sussex Partnership   
NHS Foundation Trust

Sussex Community   
NHS Trust

Brings clinicians together to deliver all elements of the new service:

- ✓ Primary care
- ✓ Expert musculo-skeletal intermediate and specialist care
- ✓ Community, mental health and wellbeing

# Sussex MSK Partnership

Why these partners?

Four local organisations with shared ethos and shared values

Local experts in MSK care

Ability to offer the very best MSK services from diagnosis to treatment

Seamless care throughout the patient journey

= Excellent care, closer to home for local people

# Aims

- A fully integrated, multi-disciplinary MSK service
- To put patients in control of their health care journeys with care tailored to their needs – visibility and accountability
- To share decision making with patients:
  - From ‘what is the matter?’ to ‘**what matters to you?**’
  - ‘No decision about me without me’
  - What are my options, what are the pros and cons of each option, how do I get support to help me make a decision that is right for me?
- To move resource *away from* invasive procedures and *into* prevention and supported self-management



**Sites**

- Acute Hospital
- Spoke
- Hub

**CCGs**

- NHS Eastbourne, Hailsham and Seaford CCG
- NHS High Weald Lewes Havens CCG

# Service Model

## *Four Categories*

- Self-care & supported self-management
- Primary Care – GPs, nurses and pharmacists
- Community based specialist MSK care
- Hospital Care/inpatient care

## Multi Disciplinary Teams

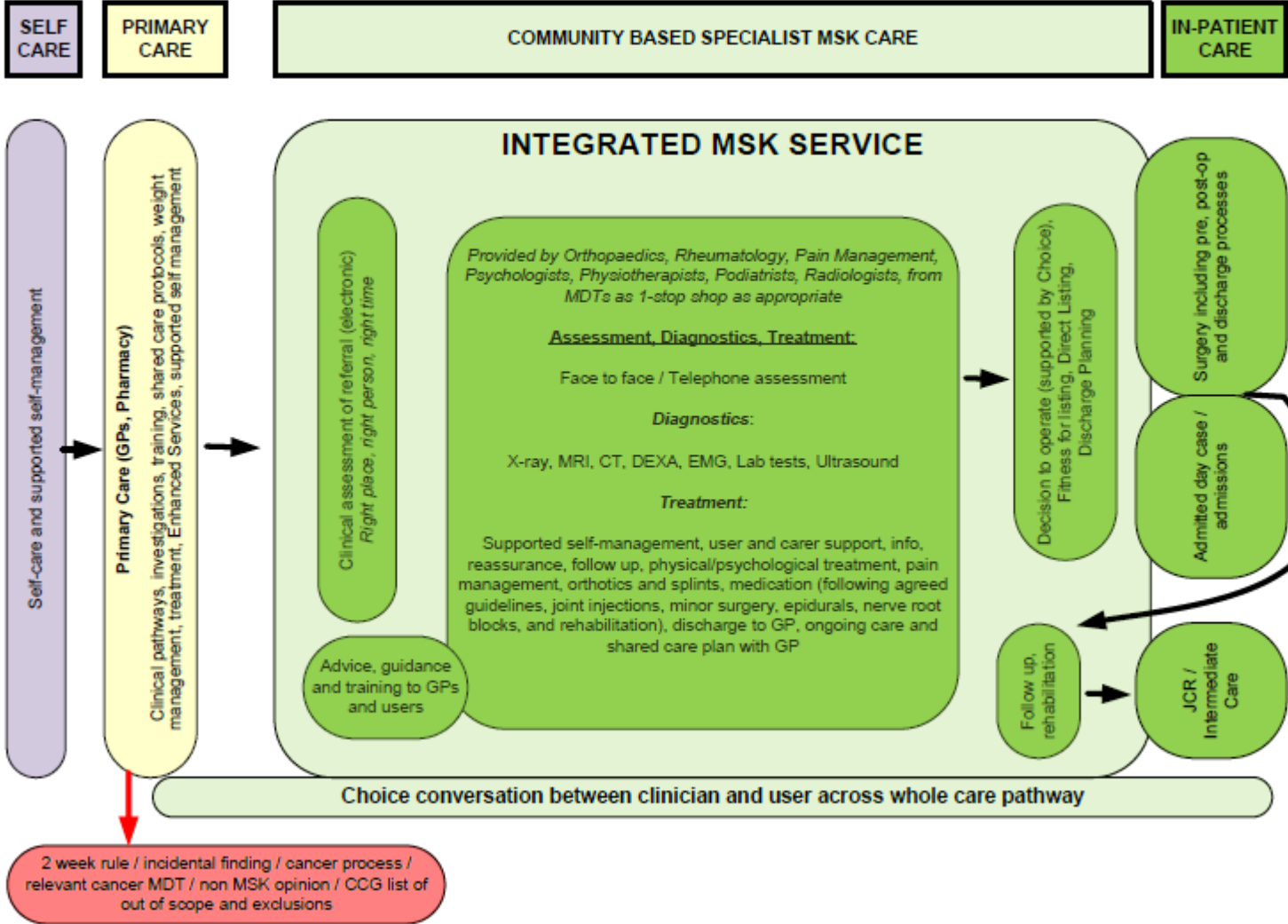
- AHP, Nursing, Mental Health, Psychology Consultants
- Podiatric Surgeons
- AHP and Nurse ESPs
- Medical Consultants
- General Physiotherapists, OTs and Podiatrists
- Nurses and HCAs
- Radiographers, Technicians, Orthotists

## Condition Pathways

- Spine
- Shoulder & Elbow
- Hand & Wrist
- Hip & Knee
- Foot & Ankle
- Rheumatology
- Chronic Pain
- Physiotherapy



# The Pathway



# Key messages for GPs

- Single access point for all MSK related referrals i.e. physiotherapy, orthopaedics, rheumatology, MSK podiatry, pain
- Clinically triaged referral management that ensures that your patient gets to see the right clinician, first time round
- Whole of pathway care; no hand-offs between multiple different providers, no returning patients to you for onward referral to another part of the pathway
- Telephone or email access to our clinicians for real-time advice about actual or ***potential*** referrals

# Key messages for GPs

- One-stop-shop assessment appointments with onsite full imaging facilities, in a range of convenient hub and spoke locations
- Assessment and onward management that fully involves patients in their treatment and outcome choices
- Clinical record system shared across the care pathway, to which clinicians **and patients** have access
- Dedicated MSK clinical administrator team (Patient Care Advisers) available to answer all of your, and your patient queries

## What is e-referral?

- e-referral is an electronic booking service which allows you to refer your patients quickly and securely to the MSK Clinical Referral Service.
- You can be reassured that your referrals will be managed by a dedicated team of professionals, providing a single point of contact for you and your patients.

# Benefits of using/having the MSK Clinical Referral Service

- Patients will only be able to reliably access community services if referrals are sent through the MSK Clinical Referral Service
- Patients referred through our service will get access to faster treatment and care, within the Integrated MSK Service
- Referrers will miss out on the specialist knowledge of GPs, GPwSI, Nurse and Physio Consultants, and ESP triagers if referrals are made directly to providers