

MSK NEWS SUMMER 2016

MSK, RHEUMATOLOGY AND PAIN
MANAGEMENT PROVISION IN HIGH
WEALD, LEWES, HAVENS AND
EASTBOURNE, HAILSHAM AND
SEAFORD



Welcome to our summer newsletter

In this edition, we will update you on the development of services in the last year, including the growth of the Patient Care Advisor Team. We hear from a patient about her experience and we talk about how we took part in National Rheumatoid Awareness Week in June.

Since April 2015, Sussex MSK Partnership East has received and processed 44,963 referrals.

During the same period, our Extended Scope Practitioners have seen 13,919 patients.

Since October 1,255 patients have been seen by Orthopaedic Consultants in community based clinics.

If the changes to the referral process for MSK referrals for adult patients have affected you, we hope that the migration onto the new system has gone smoothly. However, to reiterate the communication from the CCGs, if you encounter any problems, or have any questions, the contact details you need are below.

For EHS CCG practices, call 01273 403606
or email bronne.fielke@nhs.net.

For HWLH CCG practices, call 01273 485 412
or email tracey.burgoyne@nhs.net.

We are always happy to hear what you think, so please get in contact if you have a comment to share.

If you would like to get in touch with us please

Telephone: 0300 300 0003 Email: smskp.east@nhs.net

Write: Sussex MSK Partnership East, PO Box 3196, Eastbourne, BN21 9QH

You can find out more about us on www.sussexmskpartnershipeast.co.uk

Introducing the Patient Care Advisor Team

Patient Care Advisors play a vital part in the service offered by Sussex MSK Partnership East. Although Patient Care Advisors do not give medical advice, they provide a reassuring voice, personal contact and support to patients.



“I enjoy helping patients and going the extra mile. I get a real buzz when I receive positive feedback and find engaging with patients really rewarding.”

Patient Care Advisors play a vital part in the service offered by Sussex MSK Partnership East (SMSKPE). They are the point of contact for patients and are available to speak to from 8am to 7pm, Monday to Friday.

A Patient Care Advisor's top priority is ensuring the patient has a good experience while under the care of SMSKPE. Although a Patient Care Advisor doesn't give medical advice, they provide a reassuring voice, personal contact and support to patients.

The team receives, on average, 180 calls a day, with Monday being the busiest. The typical call time is 10 minutes and they always aim to pick up the phone within three rings. As well as taking calls, the role encompasses many tasks, including liaising with GPs and other referrers, managing appointments, requesting information, including diagnostic images and more.

Ellie Pammen has been a Patient Care Advisor since October and loves her job. She said: “I enjoy helping patients and going the extra mile.

“I get a real buzz when I receive positive feedback and find engaging with patients really rewarding.”

In June 2015, Sussex MSK Partnership East had just five Patient Care Advisors. A year on, this has increased to a team of over 20 and is continuing to grow. Their help and advice is always well received by patients.

Jane Dubery was referred to the service with persistent hip pain and recently had a hip replacement. She said: “The Patient Care Advisors at the end of the phone were always very helpful when I called to enquire about my progress and were always able to give me an answer. Nothing was too much trouble and as a result, I had a very positive experience.”

Although the Advisors spend most of their time in SMSKPE's head office in Eastbourne, some Patient Care Advisors also travel around the county. For example, Deb Cornford currently spends around three days a week helping to set up clinics and providing IT support. She also attends patient forums, gathering feedback to help the service improve and advance.

Get in touch with a Patient Care Advisor by calling 0300 300 0003 or by emailing smskp.east@nhs.net.

A Patient's Experience

Peta Banks is an active 66-year-old who walks her 10 pedigree toy poodles for up to two hours a day.

Peta, who is retired, began suffering with pain in her foot and this continued for a few months. With a swollen ankle and a neighbour commenting on her hobbling around the garden, she knew something wasn't right.

The pain started keeping her awake at night so she decided to visit her doctor who immediately sent her for an x-ray. Within an hour she was told she had a broken toe and she was referred to a podiatrist through Sussex MSK Partnership East.

Peta said: "I was shocked to find out I had a broken toe and even more shocked that it could have been broken for years. Necrosis was mentioned and I was quite worried that nothing could be done for me.

"When I visited the podiatrist, I felt he really listened to me. He turned his chair round to give me eye contact and spent time on understanding how the pain was affecting my lifestyle.

"He gave me advice on the best shoes to wear to help with the pain, how to sit, and other guidance which has been invaluable.

"When I visited the podiatrist, I felt he really listened to me. He turned his chair round to give me eye contact and spent time on understanding how the pain was affecting my lifestyle."



"He has given me six months to think about my next step, which could include a steroid injection, and he gave me honest information about the process.

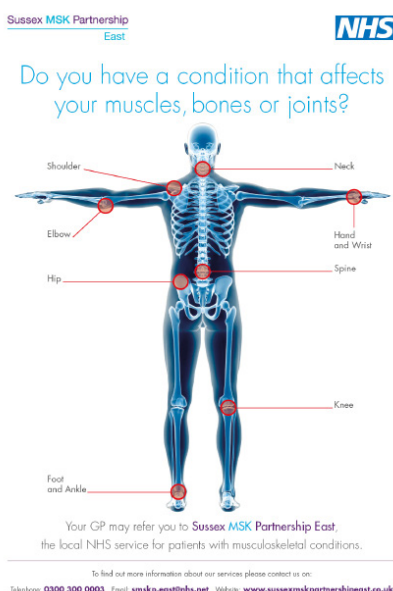
"So far I have followed his advice which I have worked to fit it into my active lifestyle and this has reduced the pain by at least 50 per cent.

"He really wanted to help me and was extremely thorough with his examination. I have even shared his advice with my friends on which footwear is best to buy and some of the recommended exercises.

"I can't praise the service he provided me enough, and my dogs are happy they still get their long walks too!"

Patient Information for MSK Referrals

We have produced some posters and cards to provide basic information for patients referred into our service.



Following conversations with patients and GP practices, we have produced some posters and cards to provide basic information for patients. These materials are designed to briefly explain how the service works and to provide patients with contact details for the Patient Care Advisor team for further information and queries.

We presented the draft materials to practice staff at the Eastbourne, Hailsham and Seaford Patient Referral Workshop at Eastbourne District General Hospital on July 7 and as discussed, we will be offering hard copies to places where MSK referrals occur over the coming weeks. In the meantime, if you wish to view or download a copy, visit sussexmskpartnershipeast.co.uk/health-professionals/resources

National Rheumatoid Awareness Week

Sussex MSK Partnership East used National Rheumatoid Arthritis Awareness Week (June 13-19) to highlight the importance of getting the condition diagnosed as early as possible.

Rheumatoid Arthritis is a long term condition which if left untreated can lead to permanent disability. However, thanks to medical advances, the outlook for people diagnosed today is improving continuously.

Dr Ragnar Ingvarsson is a Rheumatologist and Interim Clinical Director with Sussex MSK Partnership East, the NHS service for muscle bone and joint conditions in most of East Sussex.

He said: "Joint pain is very common. I think people often confuse Rheumatoid Arthritis with Osteoarthritis. Both cause joint pain but the latter condition is more common in older people and is caused by wear and tear. Rheumatoid Arthritis is an autoimmune disease, where the patient's immune response attacks the joints and can affect people of all ages."

"It is estimated that one person in every 100 has Rheumatoid Arthritis which would equate to approximately 3,500 people in the area served by Sussex MSK Partnership East."

Dr Ingvarsson said: "There is a significant number of people in our area living with Rheumatoid Arthritis. We are growing the local NHS service to help these patients get quicker and easier diagnosis,

treatment and support to lead full and active lives.

"It's really important to diagnose and start treating as soon as possible."

If left untreated Rheumatoid Arthritis can permanently damage the joints. However diagnosis is not straight-forward as there is no single definitive test and symptoms vary from patient to patient. While painful joints can be a symptom of the condition, the majority of patients who have this symptom do not have Rheumatoid Arthritis.

"If a GP suspects that a patient may have Rheumatoid Arthritis they will refer them to our service. We are recruiting clinicians and setting up clinics in community settings in the area so that it's easier for patients to see a specialist closer to where they live or work without needing to travel to hospital.

"There is no cure for Rheumatoid Arthritis but with the right medication the majority of people will have few symptoms and most patients will be able to lead full and active lives."

Taking their medication as prescribed is really important but there are also a number of things that patients can do to help prevent the condition from progressing.



nras

National Rheumatoid
Arthritis Society

These are healthy lifestyle choices that are generally beneficial to your health such as exercise, diet and not smoking.

"Smoking has a direct adverse effect on Rheumatoid Arthritis as not only can it exacerbate symptoms but can also affect the way the medication works."

It can be devastating to be diagnosed with a lifelong condition like Rheumatoid Arthritis but information and support is available.

The National Rheumatoid Arthritis Society (NRAS) has a very comprehensive website at www.nras.org.uk and a free helpline (0800 298 7650) where people can speak to someone for advice and support.

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