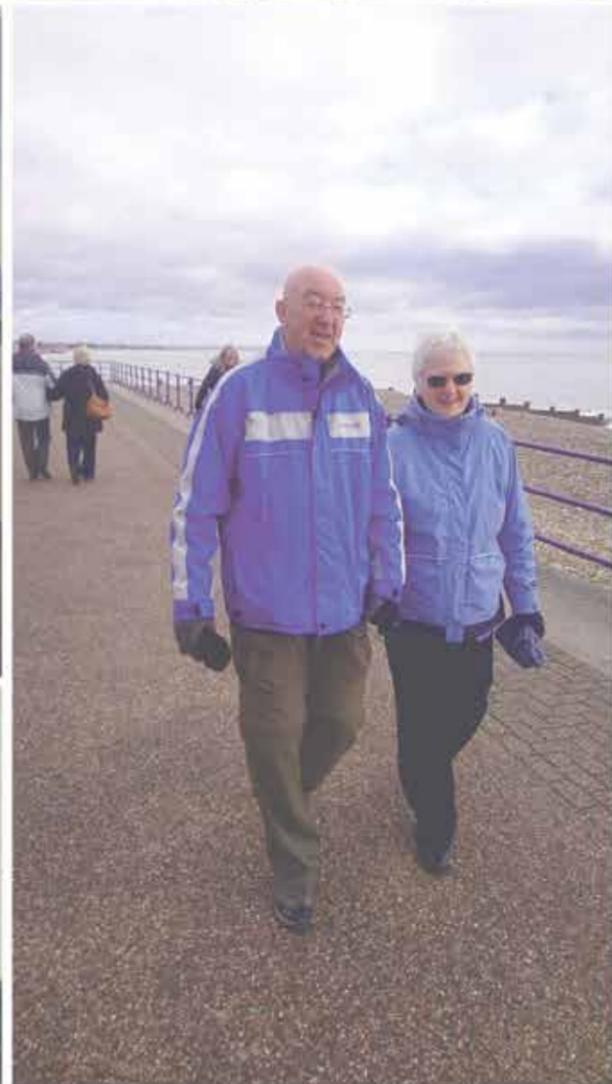




Annual Report
2016-17



FROM THE MANAGING DIRECTOR

This Annual Report 2016/17 represents the second year of service delivery by Sussex MSK Partnership East (SMSKPE) for High Weald, Lewes and Havens, and Eastbourne, Hailsham and Seaford Clinical Commissioning Groups (CCGs) five-year contract to provide an Integrated Musculoskeletal Service. This report summarises our key achievements and highlights some of the learning from the past two years.



We have made significant progress in our aim to provide an integrated approach, which gives patients more control over their care and offers choice. The new service model has been introduced and is developing well. Clinical outcomes are very good and pathways are supported by innovative partnerships with local providers who come together to make care and treatment accessible and seamless.

Using our clinical and technical expertise we have analysed data from services along with feedback from people who have used them. From this we have developed a range of ideas for further improving systems to ensure that the highest quality of treatment and care is delivered.

Lorraine Reid
Managing Director

THE SERVICE

MUSCULOSKELETAL CARE IN EAST SUSSEX

Sussex MSK Partnership East (SMSKPE) is the local NHS organisation that manages the care and treatment of patients with bone, joint and muscle conditions (musculoskeletal or MSK for short). Our service also provides care and support for rheumatology patients and those with chronic pain.

The service was commissioned in 2015 by the Clinical Commissioning Groups (CCGs) that manage health services in the majority of East Sussex (High Weald, Lewes and Havens CCG and Eastbourne, Hailsham and Seaford CCG). Their aim was to make MSK care more efficient, cost effective and more accessible for patients in this area.

How does it work?

MSK covers a huge range of conditions, many of which are difficult to diagnose. By bringing different specialisms together we can ensure that patients receive prompt and appropriate care that focuses on their individual needs and situations.

36,069

Referrals were made into the Sussex MSK Partnership East Service between April 2016 and March 2017

We also bring together a network of local clinicians and support organisations to provide seamless, all-round care for our patients.

We commission local health services to provide wider choice to our patients. Our clinicians include surgeons, physicians, physiotherapists and extended scope practitioners (ESP). ESPs are physiotherapists who are expert in diagnostics and have extended abilities such as being able to order diagnostic investigations. ESPs usually specialise in a particular area of the body, for example, spine, shoulder, hips, knees, foot and ankle, hand and wrist.

Appointments and administration are managed by our team of patient care advisors who are responsible for keeping patients informed and supported while in our care.

How do patients access the service?

Patients are referred to the service by their GP or other health practitioners and are assessed by our clinical team to determine the best care pathway for their individual needs and situation.

The first port of call for many patients is to see an ESP who specialises in the area of their complaint. The ESP diagnoses and in collaboration with the patient, recommends treatment or follow up investigations.

The Patient Care Advisors (PCAs)

This year our Patient Carers Advisors (PCAs) have completed customer training to enhance their key skills to effectively interact with customers through a variety of different communication channels such as face to face, on the telephone and through social media. This has enabled them to provide a more effective service and use feed-back to improve things.

Our PCAs continue to support clinical staff in our community clinics and are there to ensure the clinics run smoothly.

The PCAs also support the Patient Director running the patient, carers and families forums.



"IT WAS REASSURING TO BE TREATED WITH DIGNITY AND AS AN INDIVIDUAL, AND TO BE GIVEN TIME"

PATIENT PLAUDIT

THE SERVICE

DEVELOPING COMMUNITY CARE FOR MSK



SMSKPE community clinics are established across Sussex in six locations: Crowborough, Eastbourne (Wartling Road), Leaf Hospital (St Anne's Road, Eastbourne), Hailsham, Peacehaven and Seaford.

During 2016 we carried out a postcode analysis to identify additional locations suitable and accessible to our patients. An additional clinic was opened in Eastbourne at Leaf Hospital in January 2017. SMSKPE continue to seek further sites in Lewes and Uckfield.

The foot and ankle, and hand and wrist orthopaedic community clinics are now fully operational.

The rheumatology community clinic went live at Leaf Hospital in January 2017. The pain team are also running Pain Management Programmes from Leaf Hospital.

This map shows the locations of the MSK community services alongside other providers of different elements of the MSK Pathway in East Sussex

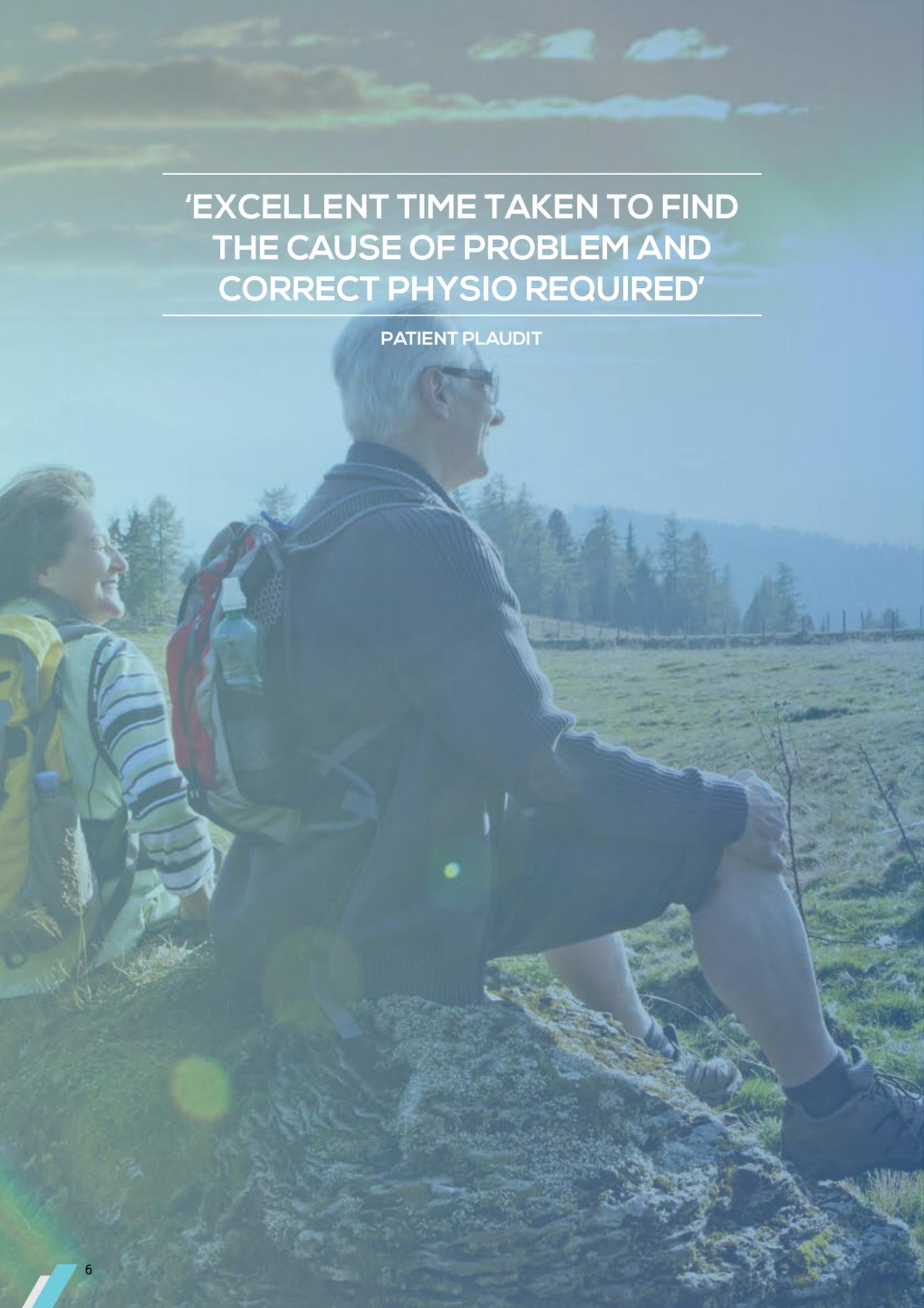


"My treatment was handled very well with good advice and exercise. Physiotherapist and doctor were very helpful and efficient"

Patient Plaudits

'EXCELLENT TIME TAKEN TO FIND THE CAUSE OF PROBLEM AND CORRECT PHYSIO REQUIRED'

PATIENT PLAUDIT



PATIENT FOCUS

PATIENT, CARER AND FAMILIES FORUMS

Our forums are now well established with eighteen events held up to March 2017 in Eastbourne, Crowborough, Hailsham, Heathfield, Lewes, Peacehaven, Uckfield and Seaford with over one hundred and eighty patients involved. The forums are run regularly at each of these locations. In 2017 forums will also be held in Mayfield, Newhaven and Polegate.

We also held a physiotherapy focus group in November 2016 where we focussed on four key questions that are important to patients:

1. What information do you want?
2. What does a 'good' physiotherapy service look like?
3. What do you expect when you go to the physiotherapist?
4. What will encourage you to continue exercise after your physiotherapy finishes?

The patient feedback from the focus group is being used to help improve the physiotherapy service across East Sussex through the Physiotherapy Improvement Programme (PIP).

Patient Reported Experience Measures

Patient reported experience measures (PREMS) are used to understand patients' views on their experience while receiving care, rather than the outcome of that care.

We have sent over 9,000 surveys to our patients and have had a good response rate with an average of 35%. During 2016 there has been a gradual but continued improvement in patient reported experience measures, namely the friends and family test. On a typical month, over 90% of patients report that they would recommend SMSKPE to their friends and family.

PREMS RESULTS

Patient Experience	2016-17
Responses Received	1091
Positive results	90%
Neutral Results	6%
Negative Results	4%

A one off physiotherapy questionnaire was also sent to patients to gauge experience and this will inform the objectives of the PIP.

Patient Safety

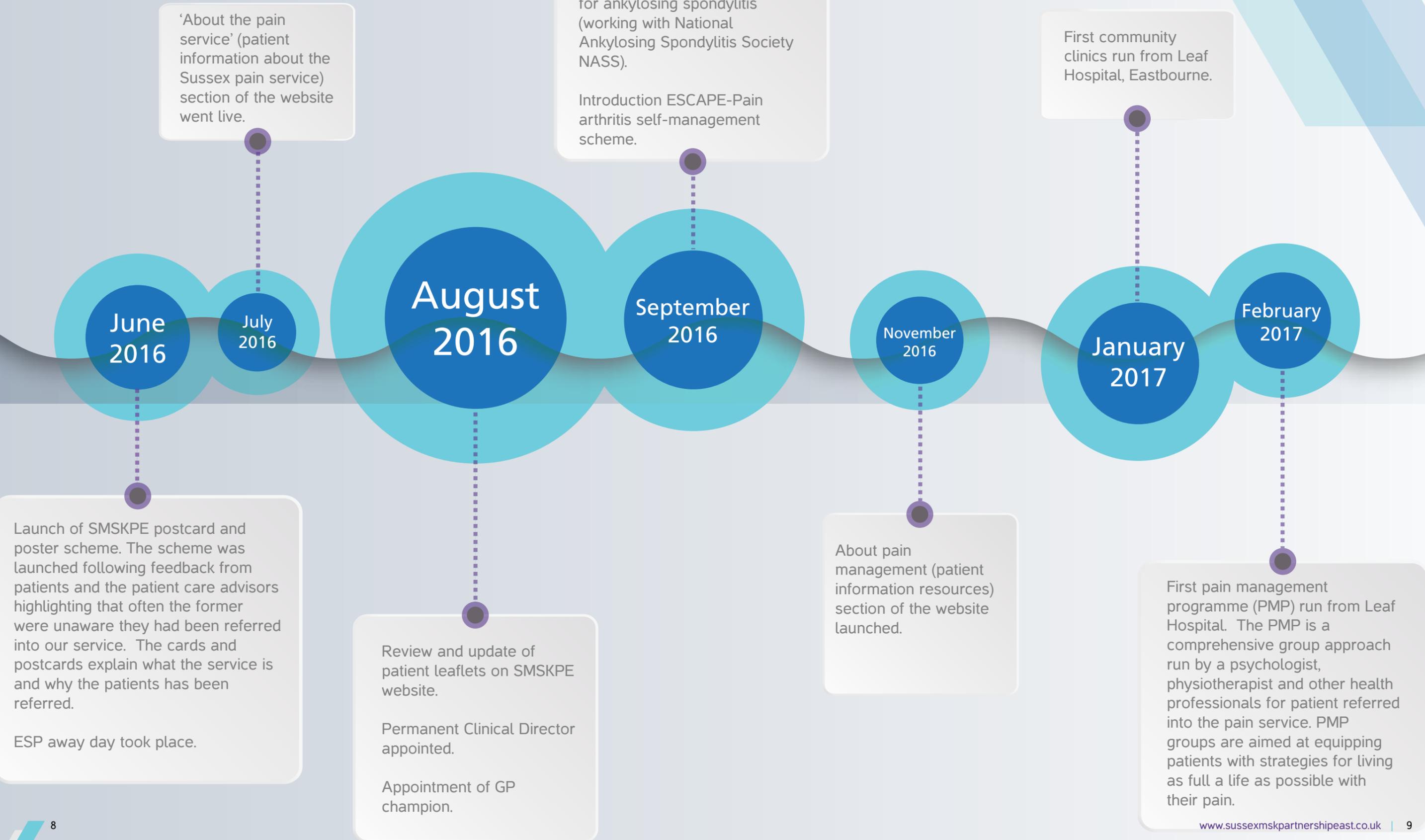
Throughout 2016, patient safety incidents have been managed primarily through the monthly clinical quality group. The purpose of this group is to ensure lessons learnt from incidents are shared and recommendations acted upon. The group also provides a platform for raising informal concerns across organisations and formulating solutions.

In late 2016, an incident dashboard was developed which logs incidents reported by all organisations working in partnership with SMSKPE. This allows themes and trends to be identified which thereby enables solutions to be generated across organisations. The process for organisations to report incidents continues to be developed and refined. Any learning from incidents are shared with the teams.

"THE PRACTITIONER WAS EXCELLENT AS I HAVE INDICATED ALREADY. HOWEVER IN ADDITION HE ALSO HAD A VERY GOOD MANNER, TOOK TIME TO EXPLAIN, ANSWERED ALL QUESTIONS THOUGHTFULLY AND MADE SURE THAT I UNDERSTOOD THE ISSUES"

Patient Plaudit

SUSSEX MSK PARTNERSHIP EAST TIMELINE YEAR 2



**“PROFESSIONAL KNOWLEDGEABLE
PHYSIO LISTENED TO ME AND
WAS NOT DISMISSIVE. I HAVE NOT
EXPERIENCED THIS IN THE PAST”**

PATIENT PLAUDIT

PATIENT FOCUS

A PATIENT STORY FROM OCTOBER 2016

A nasty fall left a keen rider with a fractured spine and a chronic shoulder problem. Christine Patrick, 57, found herself lying on concrete after her trusted horse reared, tossing her into the air and onto her back. In agony, she was taken to Eastbourne District General Hospital for a variety of tests, before being transferred to the Conquest Hospital in Hastings, where an MRI scan concluded she had several fractures to her spine.

She had to wear a back brace to keep her spine in place until the fractures healed.

Fortunately her back healed and the brace was removed, but for months afterwards, Christine found her shoulder was terribly painful and she had restricted movement. Her GP referred her to SMSKPE, the local service for muscle, bone and joint conditions.

Christine said: “I had a half hour appointment with Matt Daly, ESP, who was extremely helpful. I felt reassured that I was getting the best advice and treatment for my pain. He thought the problem was tightened muscles caused by my fall and referred me to a physiotherapy colleague to work on resolving the issue.”

“The physiotherapy helped without a doubt. Thanks to the exercises I was given, my full range of movement slowly returned and the pain began to go away. I was told not to ride for at least four months and to regularly practice the recommended exercises at home,” said Christine.

**THANKS TO THE EXERCISES I
WAS GIVEN, MY FULL RANGE OF
MOVEMENT SLOWLY RETURNED**

Christine is back in the saddle after her fall. Unfortunately she lost her own beloved horse, Otto, who was ironically found to have a spinal problem himself as a result of his racing career.

Christine believes it was the pain from his “Kissing Spine” condition which prompted him to act completely out of character the day of the accident.

**“I FELT REASSURED THAT I WAS
GETTING THE BEST ADVICE AND
TREATMENT FOR MY PAIN.”**

She is now riding 13-year-old ‘Mouse’, enjoying competing in Riding Club level show jumping, dressage and cross-country.

“If you ride, you’re going to fall off. I have had a few falls in my time but this one is by far the worst. I am very lucky but nothing would stop me getting back on a horse.

“The team at SMSKPE have played a vital part in my recovery. The specialist team reassured me throughout my treatment and I had full confidence in their abilities,” said Christine.



Daniela Penge, GP Champion

PARTNERING ACROSS MSK IN EAST SUSSEX

CLINICIANS AND STAFF

We appointed our Clinical Director, Dr Simon Thorp, who joined the service in September 2016. Simon is a consultant anaesthetist and pain specialist. His role will provide clinical support and direction to Sussex MSK Partnership East's clinicians and administrative staff.

GP CHAMPION

Daniela Penge, a GP based in Eastbourne, brings a GP's perspective to SMSKPE by sharing an understanding of how things work in general practice. She ensures care pathways are accessible and clear when GPs are with a patient. We also send out quarterly GP newsletters and clinical updates.

MULTI-DISCIPLINARY

All multi-disciplinary meetings (MDTs) now have a consultant in attendance. In late 2016, an online platform was established where clinicians can have a clinical discussion about patient pathways. Information sharing ensures the most recent information is always available to clinicians.

PATIENT PIONEERS

Three patients attended the first patient partners planning day. The day covered the role of patient pioneers, planning activities and opportunities, identifying training and support. The three pioneers will ensure more patients are involved in developing and designing SMSKPE services.

"I was very impressed and surprised in the depth of the assessment that took place. My physio was very interested in taking detailed history and explaining the mechanics of OA (Osteo-Arthritis) and what the benefits of physio could be..."

Patient Plaudit

PATIENT FOCUS SELF MANAGEMENT & PATIENT INFORMATION

We want to support and provide patients with enough information so that they are able to make informed choices about their health needs. Information resources are available to prepare patients for their first appointment so they know what questions to ask their clinician, advice about what to expect from the clinician during consultations, and tools to help patients review their own treatment options.

National Rheumatoid Arthritis Society (NRAS)

We recruited a Local Service Supervisor (LSS) who started in November 2016. The LSS is responsible for booking patients onto the three different courses: New to rheumatoid arthritis (New2RA) one day course, Rheumatoid Arthritis Self-Management Programme (RASMP) six week course, and living well with rheumatoid arthritis a one day course. The RASMP course requires two trained clinicians and two lay people to run the course. In November 2016 two clinicians completed the training. The first New2RA course was successfully run in March 2017,

led by patients with rheumatoid arthritis, with other courses planned throughout 2017.

Ankylosing spondylitis (AS)

The physiotherapy team at Eastbourne District General Hospital (DGH) runs a support service for local people with AS. The condition affects over 200,000 people in the UK, which means that some 250 people in Eastbourne may have the condition. A key part of the service is the provision of a specialist exercise programme, developed by the National Ankylosing Spondylitis Society (NASS).

Patients initially access the AS service with a referral from their GP to SMSKPE. Some patients may need to see a rheumatologist first. Once a patient has been assessed by the physiotherapy department they can refer themselves directly to the service at any time for further exercise advice, symptom management or a physical review. To find out more please visit the NASS website: <http://nass.co.uk/branch/eastbourne/>

ESCAPE Programmes

Enabling Self-management and Coping with Arthritic Pain using Exercise (ESCAPE-pain) is a rehabilitation programme for people over 45 years of age with chronic knee and hip joint pain. The programme integrates educational self-management and coping strategies with an exercise regime individualised for each participant. It helps people understand their condition, teaches them simple things they can help themselves with, and takes them through a

progressive exercise programme so they learn how to cope with pain better.

Five ESCAPE courses have been successfully run in Eastbourne, Lewes and Newhaven. Additional ESCAPE programmes will continue to be rolled out during 2017.

Patient Information

A new SMSKPE website went live at the beginning of 2016. Additional information was added to help patients' access patient transport services. For those patients not meeting the patient transport service criteria additional information was added providing alternative community transport schemes.

The website now features a pain management section to help provide patients who are struggling to manage persistent pain, with information and resources to help manage their condition.

THE SERVICE

2016-17: A YEAR IN NUMBERS

NEXT STEPS

PLANS FOR MSK GOING FORWARD

As we continue to develop MSK across East Sussex, we have ambitious plans for the coming year, which will ensure the patient is put at the centre of their care.

Person Centred Care

We aim to put patients in control of their care, by providing a range of suitable treatment options and using our clinical expertise to help them select the one that best meets their needs and lifestyle preferences. Our training plans are designed to develop clinical skills and promote active patient involvement along with the provision of an information pack to help and support patients to make decisions which are right for them.

Pain Service

Community pain clinics are planned to go live in early May from Leaf Hospital in Eastbourne. The pain team will also support patients referred into the service with Pain Management Programmes, Pain Information Sessions and Patient Self-management Support Groups.

Physiotherapy Improvement Programme

This programme aims to further improve three pathways: degenerative knee pain; degenerative hip pain; and mechanical low back pain. It is based on our patient experience feedback. The objectives are:

- Shorter waiting times
- Patient focused care plans

- Clear service standards

- Accessible self-management programmes

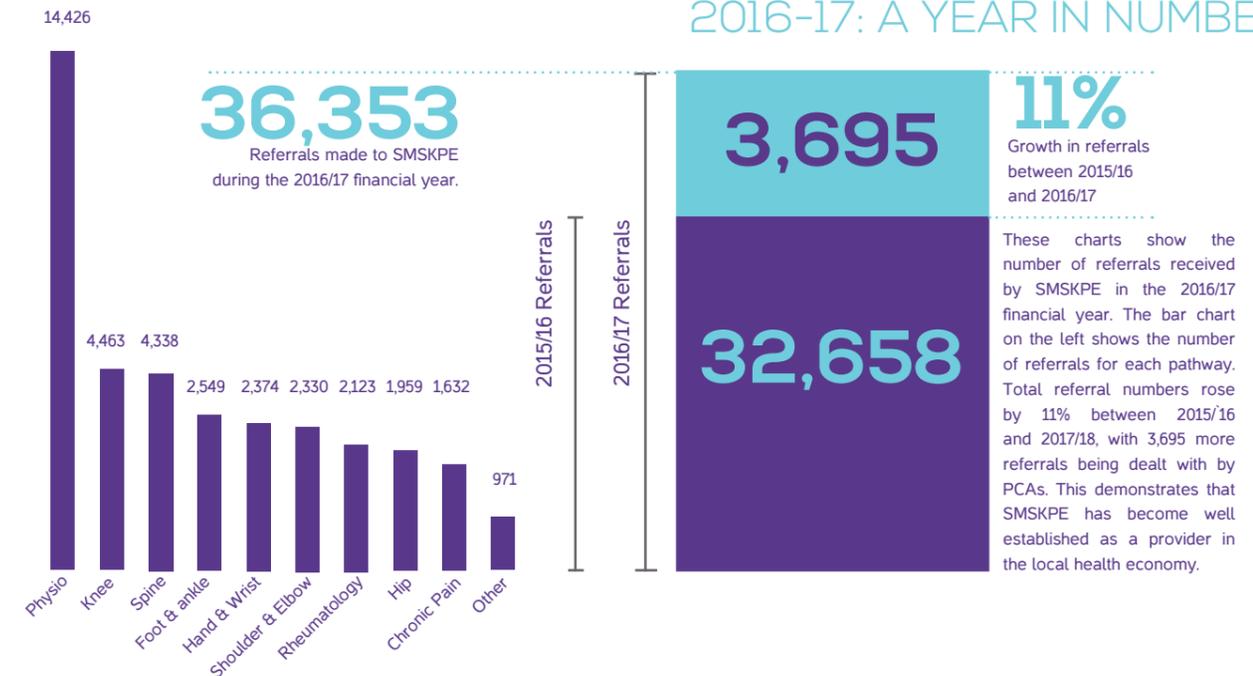
ESCAPE-Pain

We will be increasing the number of (ESCAPE-pain) courses for people with chronic knee and hip joint pain. This evidence-based unified approach will run by a variety of providers and available at a number of new sites, making it more accessible to more people.

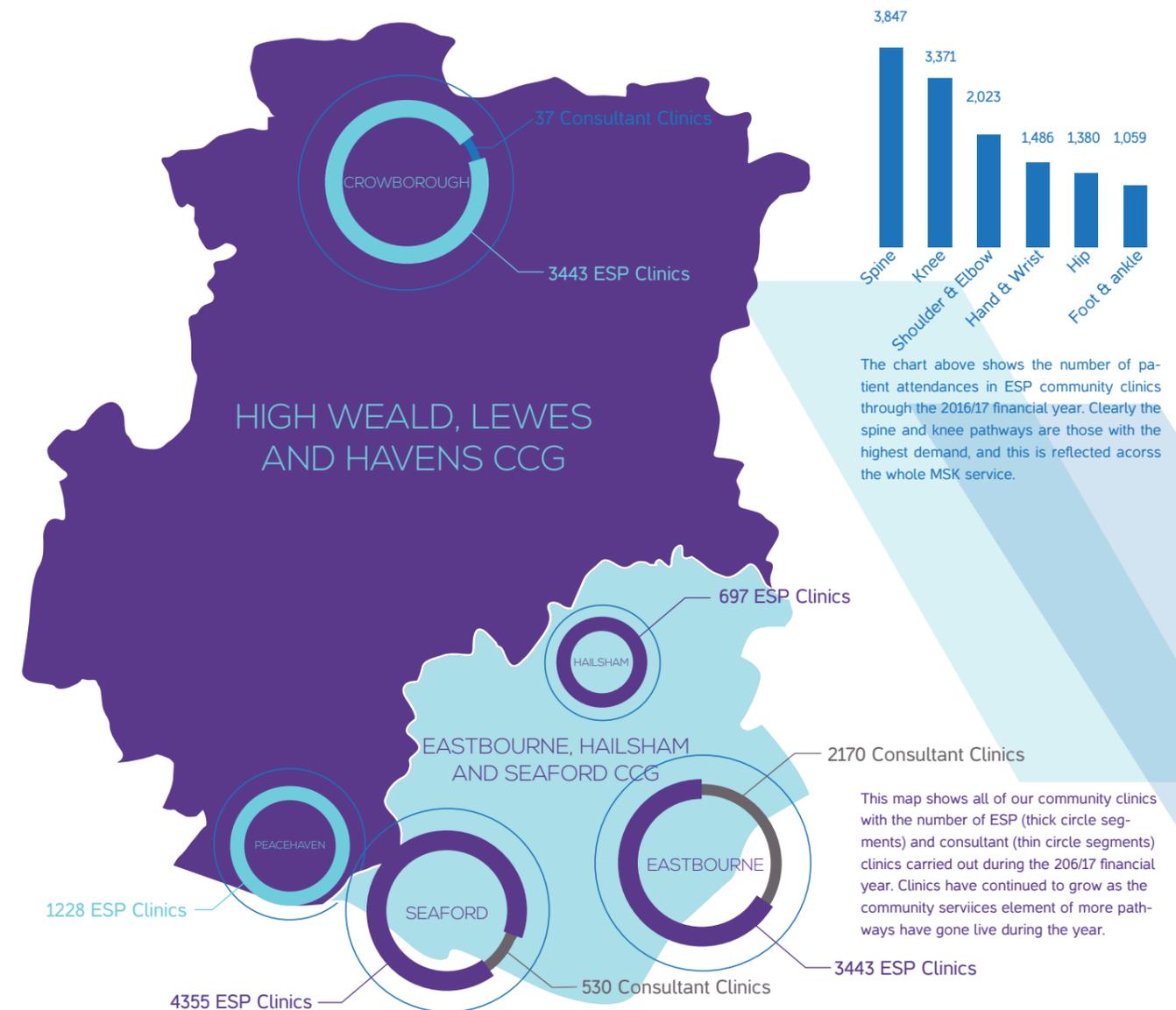
Secondary Care Providers

SMSKPE continues to work closely with a range of hospitals to deliver the surgical element of MSK treatment, which many patients still require. Efficient referral routes are now in place for local providers both across the NHS and the independent sector, giving patients a wide choice when it comes to deciding where to have their surgery.

In the 2017/18 financial year, an innovative approach to contracts and finances is being negotiated with providers. This will aim to put patient value right at the centre of the contracts, rather than basing them just on the number of surgeries or clinics carried out.



These charts show the number of referrals received by SMSKPE in the 2016/17 financial year. The bar chart on the left shows the number of referrals for each pathway. Total referral numbers rose by 11% between 2015/16 and 2017/18, with 3,695 more referrals being dealt with by PCAs. This demonstrates that SMSKPE has become well established as a provider in the local health economy.



The chart above shows the number of patient attendances in ESP community clinics through the 2016/17 financial year. Clearly the spine and knee pathways are those with the highest demand, and this is reflected across the whole MSK service.

This map shows all of our community clinics with the number of ESP (thick circle segments) and consultant (thin circle segments) clinics carried out during the 2016/17 financial year. Clinics have continued to grow as the community services element of more pathways have gone live during the year.



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