



Sussex **MSK** Partnership

East

ANNUAL REPORT

2022 - 2023



INTRODUCTIONS

Sussex MSK Partnership East (SMSKPE) was established to be agile and inventive, put patients at the heart of everything we do and help them to proactively manage their condition in a way that fits with their lifestyle.

We aim to work in an innovative way, to listen and respond to patient feedback, be helpful, reliable business partners, and interface effectively with primary and secondary care providers and partner organisations.

In this last year, our partnership with East Sussex Healthcare NHS Trust (ESHT) has helped grow workforce capacity, reducing waiting times. A digital collaboration is helping patients to be better informed and improving attendance.

Lorraine Reid
Managing Director

A Message From **OUR CHAIR**

The last year has been an extraordinary year, a year of a journey of recovery from the pandemic. On this journey we have been very pleased to have our new Board partner ESHT. Working in partnership, we are proud to have moved forward with an even greater focus on equity of access and better patient outcomes.

An increase in self-referrals and reduced waiting times has made a real difference to well-being and health outcomes. On behalf of the MSK Board, I would like to thank our patients who have given us such useful feedback, thanks also goes to all of our MSK partners and colleagues and of course to our committed staff who have achieved so much over the year.

The next year brings its own challenges to all, we look forward to continuing the journey together.



Annie Ralph
Independent Chair

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Facts and FIGURES 2022 - 2023

SMSKPE covers Eastbourne, Hailsham and Seaford CCG and High Weald, Lewes and Havens CCG with a population of

357,820

Locations of the GP practices are shown on the map

1 in 3 physiotherapy referrals were self-referrals

19,519 orthopaedic community clinic appointments were attended

6,466 diagnostics (X-ray, MRI etc.) were completed

36,454 referrals received

75% are from GP practices

54% of referrals are for patients aged 60 and over

Of all referrals received;

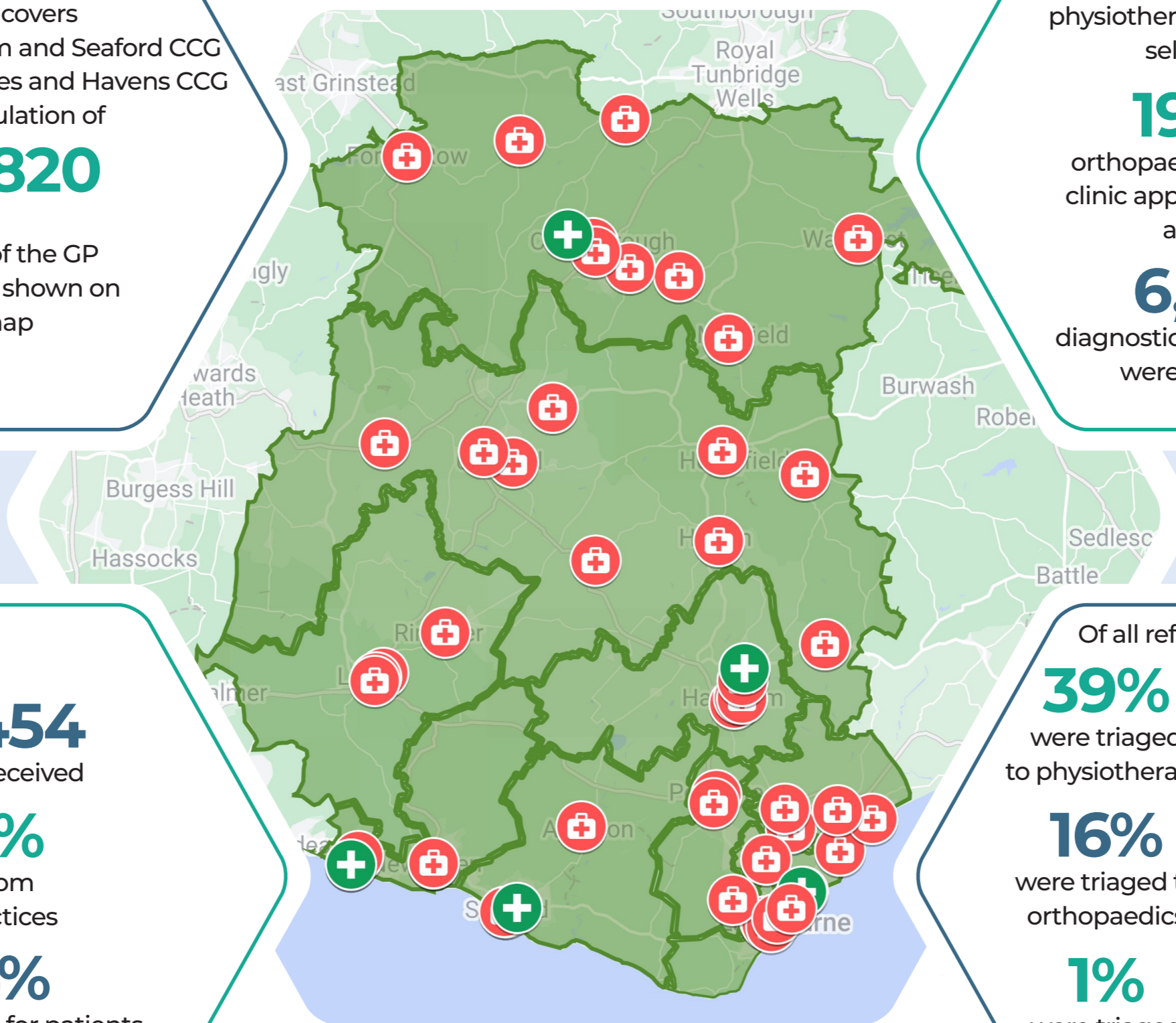
39% were triaged to physiotherapy

16% were triaged to orthopaedics

1% were triaged to podiatry & orthotics

35% were triaged to an advanced practitioner

9% were returned to referrer with advice & guidance



GP practice
 SMSKPE community clinic

QUALITY

Matthew Carr
Clinical Director



With ESHT joining to create the MSK Board, there has been greater opportunity to work together. Since the pandemic NHS waiting times have undergone a series of challenges, Horder Healthcare and ESHT have worked collaboratively to improve triage performance and reduce waiting times for our patients. We introduced a number of initiatives to improve pathway-related waits and develop clinical practice. Collectively we are working with primary care, ensuring the most vulnerable members of our community are better represented and proactively developing services to improve patient outcomes and experience.

We continue to ensure that patient safety is monitored when there is a wait for treatment. Clinical Harm Reviews are undertaken by all of our service providers where patients wait more than 52 weeks for treatment. The results are then reviewed in SMSKPE governance forums and action is taken to address any recommendations and ensure service improvement.

Imaging in Primary Care

SMSKPE have facilitated direct access to specialist MSK diagnostics for our MSK clinicians working in primary care. Our first contact practitioners have access to X-ray, MRI, Ultrasound and blood tests. We are one of the only systems in the South East to offer this. It means that patients get a quicker diagnosis without having to attend unnecessary appointments.

Standardising Care

Our clinical leads routinely review care pathways to ensure maximum efficiency. This year we stopped offering routine follow ups after injections to give patients more control. Patients who want to be reviewed are offered another appointment and those who feel much better can contact us again within 6 months if they have any concerns. This approach is enabling shorter waits for treatment.

Continuous Learning

Patient feedback is routinely collected across all SMSKPE services to ensure a cycle of continuous improvement. Our volume of positive feedback significantly outnumbers complaints.

We are extremely grateful for the information we receive from our patients. This year we improved our reach by using specialist software and making it easier to give feedback. All complaints and incidents are collectively reviewed to ensure learning and to develop improvement plans and embed change within the service and across all clinical teams.

Pain Service

Community pain service pathways were improved by bringing consultant-led care out of the hospital and into the community setting. Patients now have access to a complete multi-professional team of clinicians who work together to address their physical, psychological, spiritual and social needs.

Pain interventions are given in the community by our pain consultants and coordinated alongside the patient's wider needs, e.g., psychology, physiotherapy and occupational therapy.

Osteoarthritis Pathway

Patients with osteoarthritis of the knee or hip now experience more personalised care through the development of a rapid assessment service. Patients with known advanced osteoarthritis are offered a 15 minute consultation with an advanced practitioner. Treatment options and the benefits of surgery are discussed. Patients can then make an informed decision regarding surgery, usually a joint replacement.

First Contact Practitioners

SMSKPE hosts the innovative East Sussex First Contact Practitioner governance forum where clinicians come together from a range of provider organisations all working in primary care to review service performance and data on quality. Working in this way, these dispersed clinicians are able to learn from each other, develop practice together and offer a high quality standard approach across the area.

Patient FEEDBACK

Plaudits

Using digital solutions to reach out to patients following their appointments and at the end of their care has increased our response rate for Patient Reported Experience Measures including the Friends and Family test. This increased response rate provides better quality information and more opportunity to shape services to meet local needs.

We worked with patient partners to get the maximum impact from this digital approach.

Joe Chapman
Quality & Governance Lead



475

plaudits received

95%

of patients rate our service as very good or good

95%

of patients feel the date, time and location of their appointment is convenient

99%

of patients feel the patient care advisor team are courteous and helpful

Complaints

We received 42 complaints. Key themes were identified and used to drive our quality improvement plans.

Clinical treatment

44%

Waiting times

29%

Communication Administration

19%

8%

100%

of complaints were acknowledged within 3 working days

96%

were responded to within 25 working days

Trish's Story Physiotherapy Pathway



I am writing to thank you so much for your brilliant service. Having waited for several months for my back problem to improve I was advised by both the hospital and my GP to contact you to self-refer and arrange physiotherapy if I thought it would be helpful. As a complete computer illiterate I needed a little help from my husband but found the actual process very simple.

Within an astonishing time I found that I was contacted by your clinician to discuss my symptoms and agreed with her on the phone that physiotherapy would be appropriate. I was flabbergasted that again within days a Patient Care Advisor called me and offered me an appointment.

I had my first session at the Horder Centre in Seaford. It was very thorough and I was given several exercises to repeat daily. Whilst they don't seem to be making much difference I know they are because this morning I woke up in a different position from the one I went to sleep in. This may not sound like a great leap forward but it is the first time since mid-September(ish) that I haven't woken up when trying to turn in the night.

I am looking forward to my gradual improvement in other areas too and would like to thank everyone from the referral team to the final practitioner for their kindness and consideration throughout.

Alix's Story Spine & Pain Management Pathways

My first experience in 2019 was very poor, however assuming now that was due to the GP not taking my condition as seriously as he should have. Sadly that meant I have struggled alone for 3 or so years. Fast forward to 2022/2023 I had a new, very responsive GP, who got me referred to MSK and the experience so far has been excellent.

They have given me time when I have been an emotional wreck, but also pushed me through all the relevant channels so quickly, giving me great confidence in them and ultimately improving my pain and difficulties significantly in a small time frame. I have felt heard and my concerns received clearly by the team.

PERFORMANCE

Alistair Meades
Head of Service



In line with national NHS priorities following the COVID-19 pandemic, reducing waiting times was a clear priority for 2022/23. Evidence shows that reduced waiting times improves patient satisfaction, can lead to better patient outcomes and reduces the potential for chronicity.

SMSKPE, working collaboratively with local partners (including local hospital trusts, local independent hospitals and health and wellbeing organisations) developed an action plan to address waiting times across our service. Considering the whole 'journey' a patient takes within our service, and making enhancements at every stage in the process, has led to significant improvements in waiting times and performance.

First Appointment Waiting Times

Getting quick access to an appointment along with the time and space to consider treatment options is key to successful clinical outcomes.

96%

of patients are waiting less than 10 weeks for a first appointment.

7 Weeks

the average waiting time for a first appointment.

Physiotherapy

Physiotherapy treatment is a mainstay of the MSK service, effectively treating a large cohort of our patients. Approximately 1/3 of all our patients are referred to physiotherapy for their treatment.

6 Weeks

The average waiting time for physiotherapy treatment.

Diagnostics

Ensuring that patients that require diagnostic imaging get timely access is a national priority for the NHS. The target for patients waiting for diagnostic imaging is an average wait time of 6 weeks or less.

4 Weeks

the average waiting time for diagnostic imaging.

90%

of patients receive their diagnostics within 6 weeks.

Referral To Treatment

The national target set by the NHS is that 92% of patients should receive their treatment within 18-weeks of their referral being received. This is the Referral to Treatment (RTT) target. The national average across the NHS is 58% of patients receiving treatment within 18-weeks of their referral.

97%

of patients receive treatment within 18-weeks of their referral.

Triage

It is essential that referrals received into the service are promptly reviewed by a clinician so patients can be directed to the right service to meet their needs.

94%

of referrals are reviewed by a clinician within 48 hours of receipt.



Rhiannon Buchan
Business Intelligence Lead



Oliver Hackett
Referral To Treatment Lead

Tackling MSK HEALTH INEQUALITIES

Poor MSK health can significantly impact mobility, independence and other health conditions.

Around 12% of the population suffer from at least two long term health conditions of which at least one is musculoskeletal.

There are significant inequalities in the numbers of people reporting a long term MSK condition, with only 9.4% of people in the most deprived decile compared with 16% in the least. The prevalence of MSK conditions increases with age; however, there are indications that MSK conditions are more prevalent in younger age groups in deprived areas.

While the link between deprivation and poor MSK health is unknown, when poor health or mobility affects the ability to work, this inequality is compounded further.

This year the team has been focusing on addressing MSK inequalities to support equitable access, better patient experience and better outcomes for all.

We have been working in collaboration with the Adult Social Care Dementia Team and East Sussex Seniors Association to ensure that information about MSK services is easily available. With input from Care for the Carers we are helping patients navigate between services. By reaching out to Eastbourne Rainbow and Age Concern, we aim to ensure that older members of the community are aware of, and feel confident about using, MSK services.

There has been focused community engagement work to target areas identified by the national indices.

- Key - Lower Super Output Area (LSOA)
- Bottom 10% LSOA neighbourhood for deprivation nationally
 - Bottom 20% LSOA neighbourhood for deprivation nationally

CHALLENGES

- Over 65s represent 25% of the East Sussex population; higher than the national average of 18%. This number is expected to grow to 33% by 2034.
- 11,000 East Sussex residents are living with dementia and the dementia diagnosis rate is increasing.
- There are over 69,000 unpaid carers in East Sussex.
- Within our geography, Eastbourne is the only town to have neighbourhoods in the most deprived decile on the Indices of Multiple Deprivation. Hailsham, Lewes and Newhaven are the only other towns with neighbourhoods falling into the bottom 20% for low income families and unemployment.



David Bullivent
Patient Engagement and Transition Lead

Working TOGETHER

This year digital solutions have enabled better communication with patients.

Patients not attending appointments (DNA) is a huge problem in the NHS. Every month an average of 650,000 appointments are missed

There is no single solution for missed appointments; however, research suggests that sending patient reminders can help. Appointment reminder texts enable patients to cancel their appointment and also provide useful links to help them manage their condition. Clinic time is better utilised, contributing to improved waiting times.

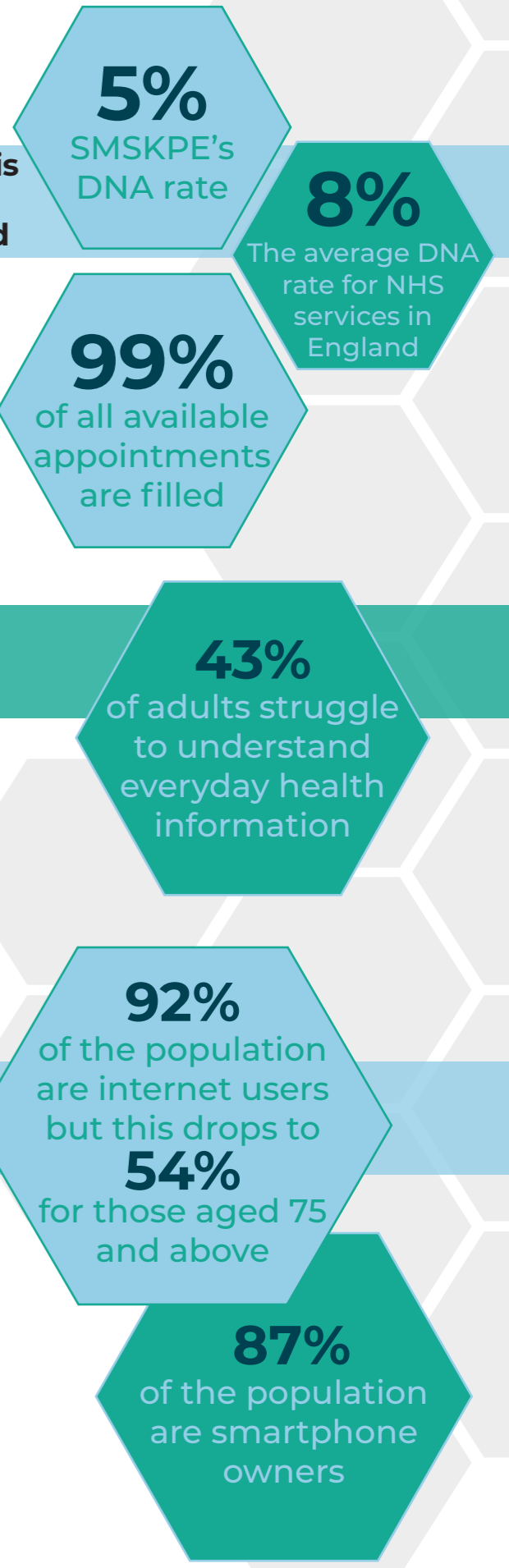
Many people find it difficult to understand health information

Our website has been adjusted to ensure the content is inclusive and speaks in a positive way. We have worked with our patient partners and clinicians to develop communication and support resources. Patients can now see average waiting times, consider their treatment options and contact the service if they want.

Not everyone has a smart phone, tablet or PC

Our aim is to help patients take control of their MSK health and ensure we give everyone equal access opportunities.

This year, two new information booklets were published. A new version of the popular hip and knee decision aid and a booklet designed to help people living with persistent pain to understand and manage their symptoms.

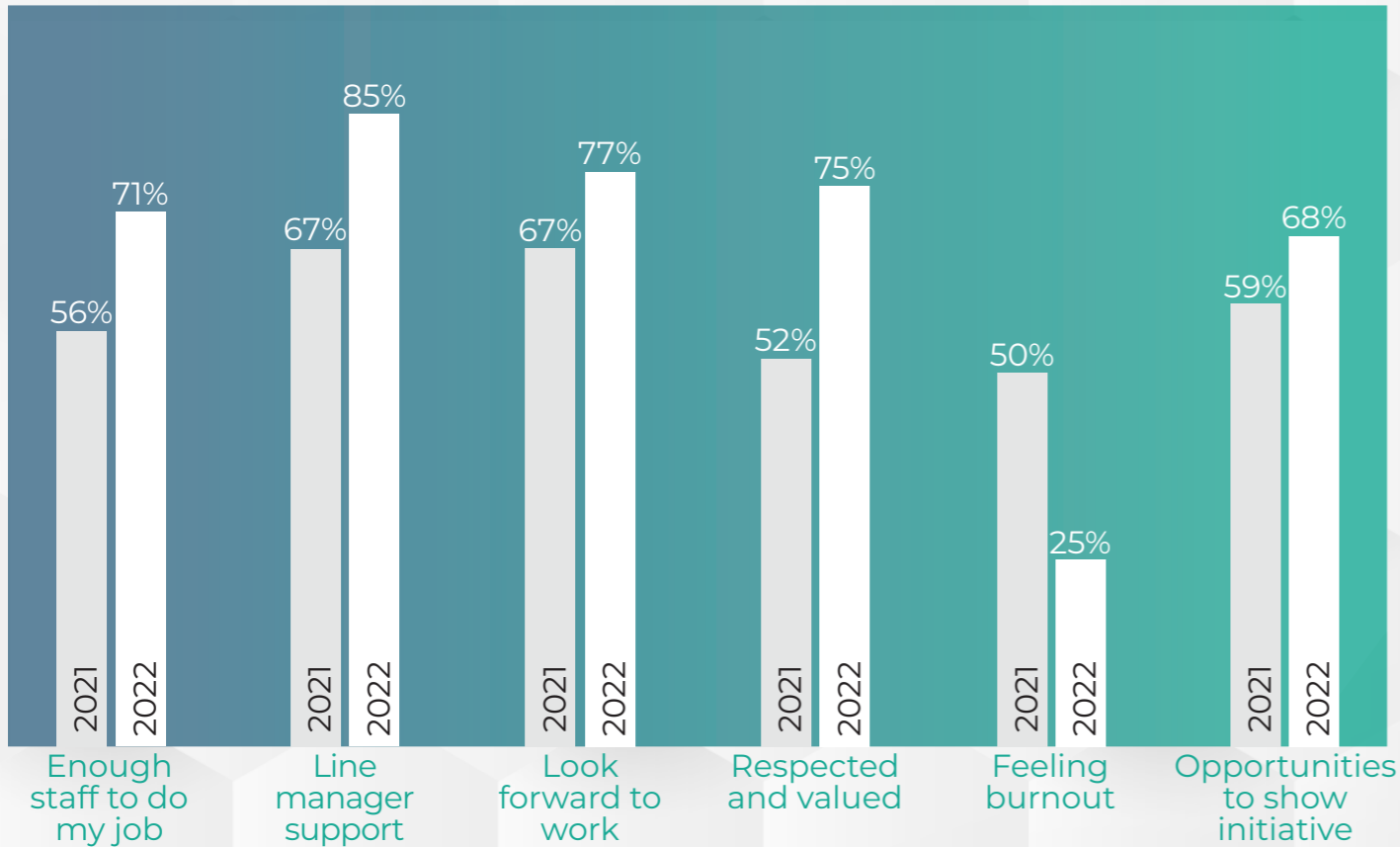




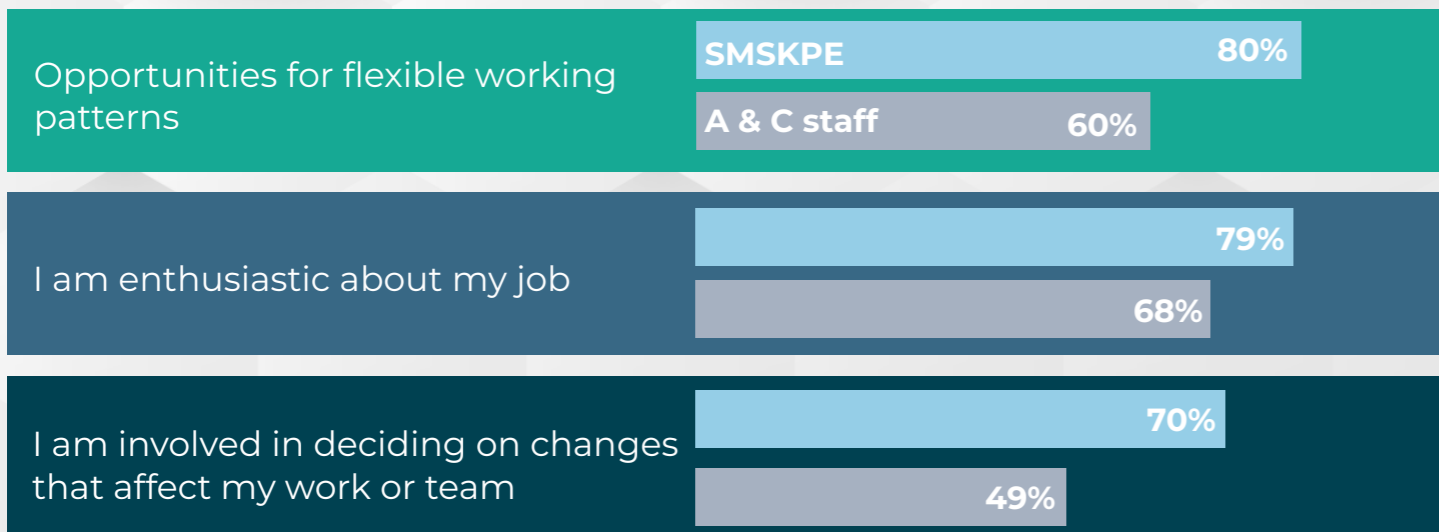
Karen Hackett
Team Lead

Our PEOPLE

Staff wellbeing and morale is hugely important at SMSKPE. In 2022 a new management structure with clearer accountability was introduced to provide more opportunity for supervision and contact with clinical colleagues. This year we were able to compare our staff survey results with a similar cohort of staff in the NHS and the results were very pleasing.



The three questions below provide a comparison with the NHS staff survey results for admin and clerical staff groups.



FINANCE

In 2022/2023 spending continued to grow as SMSKPE supported recovery of NHS services and reduction of backlog following the Covid pandemic. This was most noticeable in secondary care contracts (surgical interventions and outpatient appointments) where spending increased by 8%.

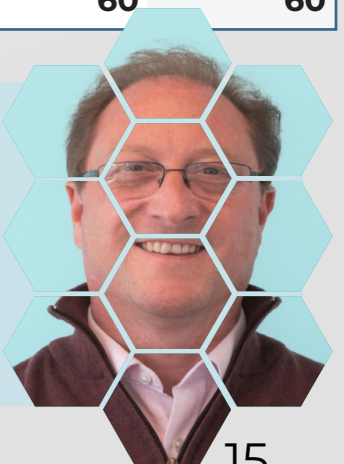
Overhead expenditure was significantly lower in 2022/2023 as management fees recharged by Sussex Partnership NHS Foundation Trust ceased following transfer of 50% control to East Sussex Healthcare NHS Trust. The remaining 50% of control is held by Horder Healthcare.

Spending on community services, block physiotherapy contracts and integrated care contracts, was similar to that in 2021/2022. Reduced referral demand helped improve waiting times.

A surplus of £60,000 was achieved in 2022/2023, and this is in line with the funding agreement between SMSKPE and the Sussex Integrated Care System.

Description	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
	£'000	£'000	£'000	£'000	£'000
Income	35,630	35,816	24,961	38,363	40,492
Expenditure					
Block Physiotherapy Contracts	2,555	2,540	2,480	2,507	2,590
Secondary Care Contracts	25,807	26,414	15,683*	28,871	31,222
Integrated Care Contracts	3,470	3,479	3,619	3,961	3,861
Overheads	3,368	3,365	3,132	2,759	2,759
	35,200	35,798	24,914	38,303	40,432
Surplus	430	18	47	60	60

*Independent provider spend was centrally funded during 2020 - 2021



Neil Waller
Finance Manager /
Deputy Managing Director



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