



East Sussex MSK
Community Partnership

ESMSK Newsletter October 2025



East Sussex MSK Community Partnership

Welcome back to the ESMSK newsletter!

From your feedback, we heard that some people had trouble accessing Microsoft Sway, so we've switched back to a simple PDF format. We hope this makes things easier for everyone.

As always, we'd love to hear from you - let us know what you'd like us to cover in future editions, what's working well, and where we can make improvements.


This month:

- ☐ [Welcome to our refreshed website](#) (+Updates on phone Line Issues)
- ☐ [News from our First Contact Practitioners](#)
- ☐ [Patients Know Best \(PKB\)](#)
- ☐ [PKB Poster](#)
- ☐ [Being MSK Confident / Local Community Engagement](#)
- ☐ [Referral Pathways - Reminders](#)
- ☐ [Staying in touch](#)

Welcome to our refreshed website

(and updates on phone line issues)


Over the summer, we experienced some issues with our phones and website - thank you for bearing with us while we worked on them. We're pleased to share that these are now resolved, and we're continuing to make improvements.

 **Phone systems:** New phone lines are being installed this October to make it easier for patients to reach us. Lines might be down whilst these are installed – currently planned for **16th and 17th October 2025**.

During this period, to get in touch please email and we'll respond to you as soon as possible.

For practices serving High Wealds, Lewes and Havens or Eastbourne, Hailsham and Seaford areas, email:
esht.esmskcontact@nhs.net

For practices serving Hastings and Rother patients, email:
esht.esmskhelp@nhs.net

 **Website updates:** Our website has had a refresh and is being regularly updated to better support both patients and healthcare professionals.

For patients, you'll find:

- Average waiting times (updated monthly)
- Maps and directions to all our locations
- Appointment guidelines and practical advice
- And much more to support your patient's care

For healthcare professionals, we provide:

- An archive of newsletters for quick reference
- Referral pathways and clinical guidelines
(Pages are password-protected: use **Clinical** to access)

We'd love for you to explore the new site and share any feedback — it helps us make this an even more valuable resource.

 Visit <https://eastsussexmsk.nhs.uk/>



First Contact

Physio

News from our First Contact Practitioners

Recent Event: MSK Training

East Sussex MSK First Contact Practitioners (FCPs) Matt Picton and Matt Daly recently joined the Sussex-wide Advanced Clinical Practitioner and Allied Health Professional learning sets to discuss MSK conditions. These teaching sessions linked to the new MSK clinical pathways and to recent clarification of radiology guidelines. The main aim of the sessions was to support primary care clinicians in making effective MSK referrals and radiology requests. We also spent some time on diagnosis and self-management of more common ailments.

The sessions were well received with participants reporting increased confidence in making MSK referrals. Thank you to all who attended and engaged in the session!

How we can help you...

FCPs from our core partners (East Sussex Healthcare NHS Trust and Horder Healthcare) work across 9 PCNs within East Sussex and provide useful links between primary and secondary care. If you feel that your practice, or specific clinicians working within your teams would benefit from some MSK training, whether your service uses our FCP's or not, our clinicians would be more than happy to share their MSK experience with your teams. We are happy to host some specific training sessions or present at your PLT days.

Additionally, if observing our MSK clinics in the community with our Advanced Practitioners would be of benefit to brush up on a specific clinical pathway, or refresh your knowledge of MSK injections, we are also able to facilitate this.



PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

Patients Know Best

ESMSK are now using Patients Know Best!

We want to make it as easy as possible for patients to receive important information about their care. Appointment letters, clinic outcome letters, reminders, and updates can now be sent in the way that works best for you — by email, text, or post.

The quickest and most convenient option is **Patients Know Best (PKB)**, which you can access through the **NHS App**. Letters will appear there first and can be checked anytime, anywhere. We'll be switching to this method by default, but you can opt out at any time if you'd prefer.

Why choose PBK?

🌟 **Faster** – No waiting for post; letters arrive instantly.

📱 **Convenient** – All correspondence in one secure place.

❤️ **Better for the NHS** – Reducing postage costs helps save money for patient care.

If a letter isn't opened within three days, we'll automatically send a paper copy by post. But using digital letters where possible really helps us direct funding towards healthcare, not envelopes and stamps.

Signing up is simple — just use the NHS App. Posters with more information will also be displayed in our clinics, and you can download one to display in your workplace from the link below.

Learn more about Patients Know Best here:

👉 <https://patientsknowbest.com/>



East Sussex MSK Community Partnership

Do you want quicker, easier access to your records and letters?

Sign up to **My Health and Care Record (Patients Know Best)** via the NHS App and get all your letters from ESMSK digitally!

All of your
appointment and
clinic letters - all in
one place.

Access your
information from
anywhere, anytime.

Receive your
letters instantly
- no waiting for
the post!



PATIENTS KNOW BEST[®]
THE PATIENT'S COMPANY



Being MSK Confident & Local Community Engagement

Being MSK Confident

We recently hosted a webinar all about MSK health in the workplace, sharing practical advice on how to look after yourself and support your colleagues while at work.

MSK problems are the second biggest cause of sickness and absence in the UK, costing the NHS and employers over £2.5 billion every year. The good news is that with a few simple changes to your daily habits and workspace, many of these issues can be prevented — helping you and your team stay healthier and more productive.

👉 You can watch our webinar here for some quick tips.
https://youtu.be/CINlhfBYsk4?si=SqDd8AkLC4sTv_DK

👉 If you'd like us to speak with your organisation or team directly, we'd be happy to explore creating bespoke advice tailored to your workplace.

Local Community Engagement

In September, we were invited to join a Patient Participation Group (PPG) at one of the GP practices we support. It was a fantastic opportunity to meet with patients and talk about:

- What the ESMSK service is and how to access us
- What "MSK" means and why it matters
- Self-referral and how it works
- What an Advanced Practitioner is
- What pain management services can do
- Simple tips for better MSK health

We'd love to do more of this! If you're part of a PPG or think your patient community would benefit from a similar session, please reach out to our team.



Referral Pathways - Reminders

Rheumatology

- For ESHT hospitals refer to: **ESMSK Rheumatology – A&G/Triage – East Sussex Healthcare Trust – RXC**
- For providers outside the local area, such as UHSx or Maidstone and Tunbridge Wells, our standard guidance is for primary care to send referrals directly. (MTW is something like **Rhaumatology RAS – Tunbridge Wells Hospital – Maidstone & Tunbridge Wells – RWF**) This ensures the receiving provider can triage and manage referrals appropriately.

However, if you ever **cannot** refer directly to MTW, University Hospitals or other providers, you can instead email the referral to our team at **esht.esmskcontact@nhs.net** who will send on to the chosen provider.

Paediatrics

We're noticing an increase in referrals for Paediatric MSK. Please note that ESMSK is a service for patients aged 16 and over.

For younger patients who need Paediatric MSK support, please continue to use your usual referral routes - for example: **ESHT Paeds MSK Physio East Sussex – Triage – East Sussex Healthcare NHS Trust RXC**

ESMSK Referral Pathways*

All of our referral pathways - including physiotherapy, rheumatology, and more - are available in the '**Healthcare Professionals**' section of our website.

These pathways outline:

- Which referrals require diagnostics before submission.
- What actions we take once referrals are received.
- The recommended steps for each stage of a patient's care (e.g. primary care actions, secondary care actions, patient actions).

To access any pages in the Healthcare Professionals section, please use the password: **Clinical** 🖱️ eastsussexmsk.nhs.uk/health-professionals/

When referring to ESMSK, please ensure you use the correct **ESMSK referral form, available on ARDENS, to ensure you complete correct contact details, pathways & fields.*



Staying in touch

Stay Connected with ESMSK on Facebook and LinkedIn

We'd love to keep in touch! You can now follow us on Facebook and LinkedIn, where we share regular updates on:

- Community events and where you can find us
- New initiatives and service updates
- Opening times and contact information
- Tips and resources to support your health and wellbeing

It's also a great way to engage with us and see how we're working with local communities.

👉 Facebook - <https://www.facebook.com/ESMSKCP>

👉 LinkedIn - <https://www.linkedin.com/company/esmsk/>