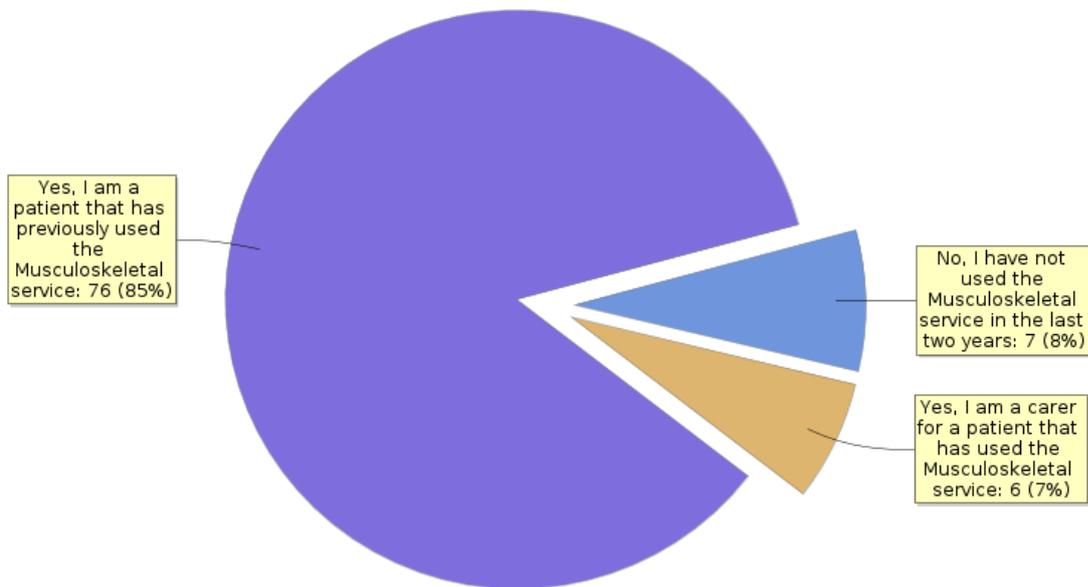
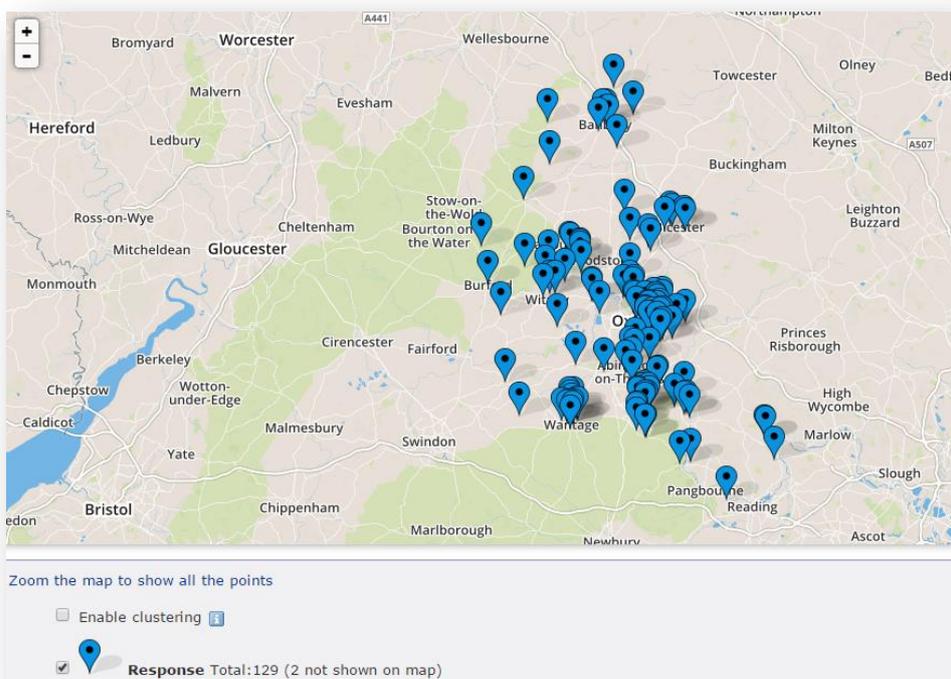


Appendix 1: Responses to the survey

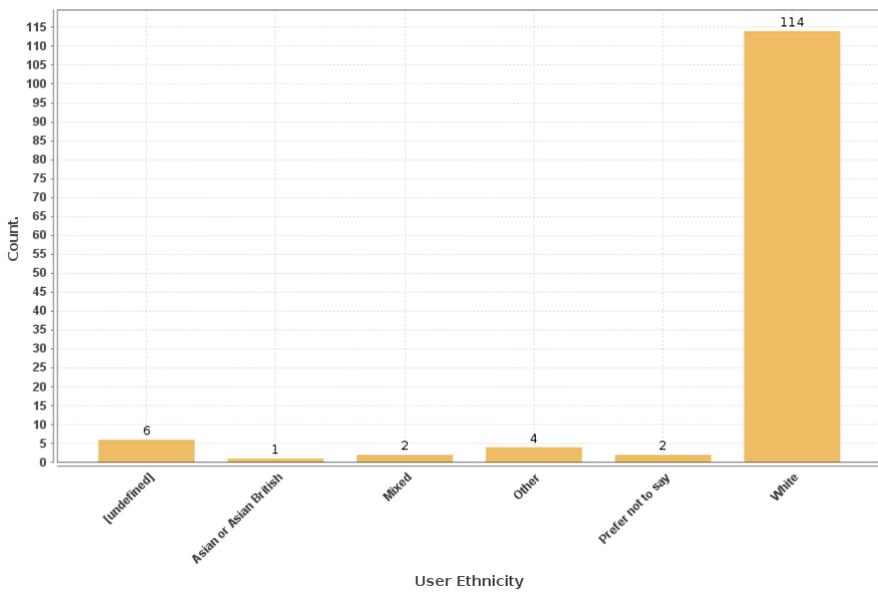
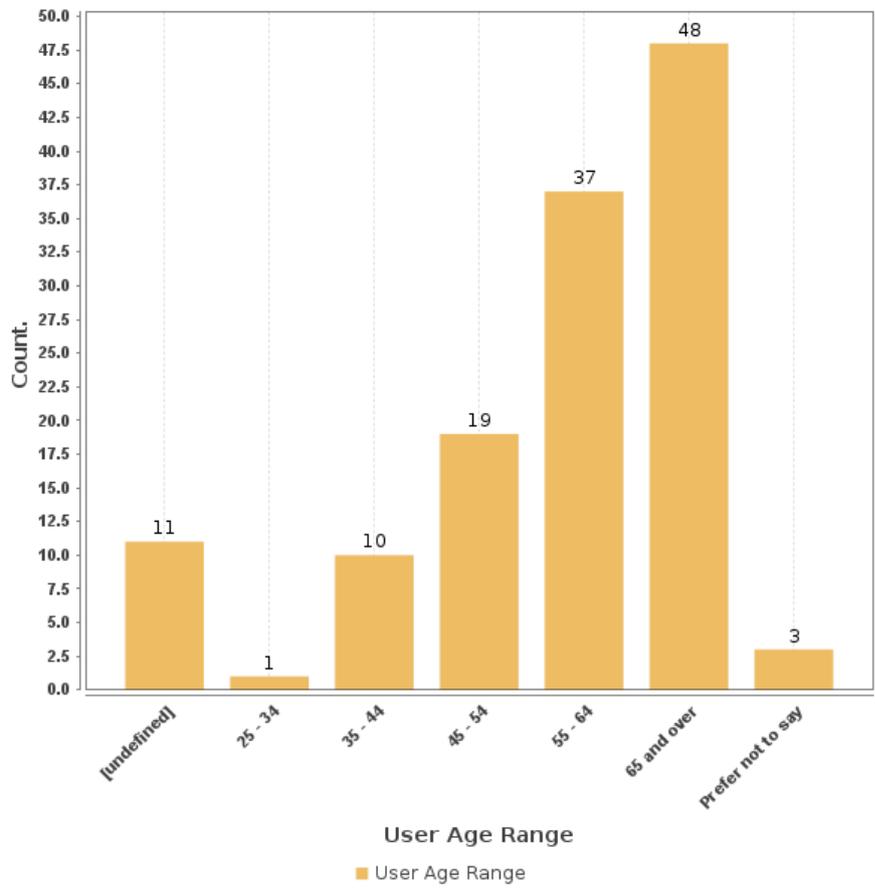
In total 89 people completed the survey on musculoskeletal services, 76 of those (85 per cent) were patients and six (seven per cent) were carers.



129 people are recorded on Talking Health as registering to join the survey on the Oxfordshire Clinical Commissioning Group's online consultation tool Talking Health, of those who registered to join, 40 people then did not go on to complete and submit a survey response, however their data has been recorded within the demographic details below. The map below shows the spread of responses from people.



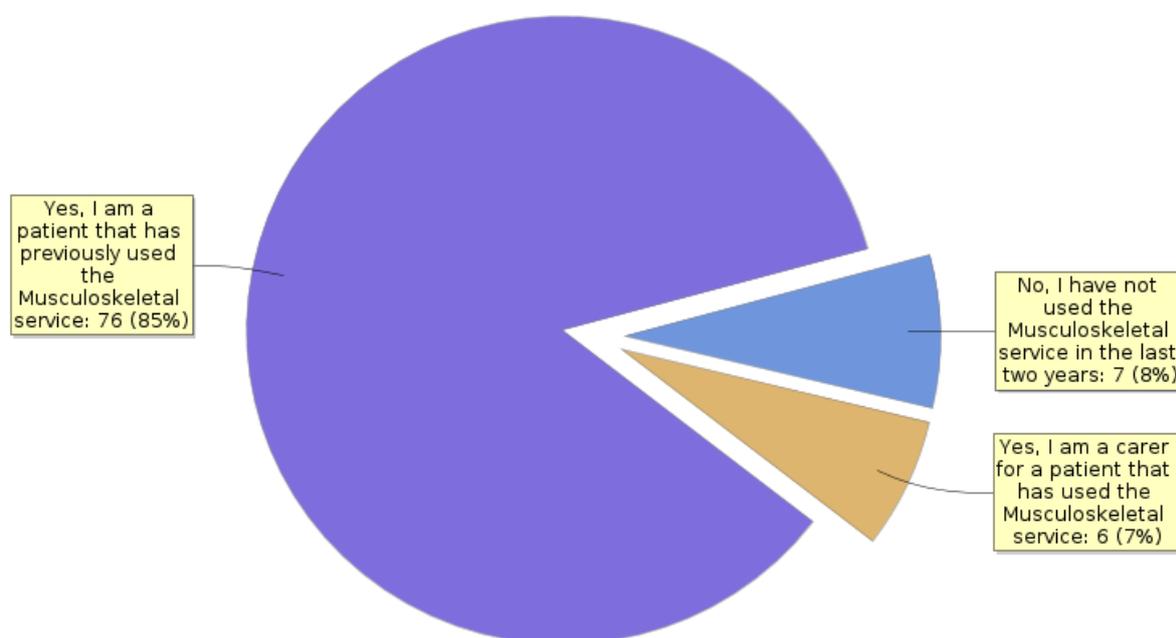
From the results shown below it is clear that the majority of respondents were aged 55 and over and white.



Question 1: Please tell us if you have used Musculoskeletal services in the last two years?

- Yes, I am a patient that has previously used the Musculoskeletal service**
- Yes, I am a carer for a patient that has used the Musculoskeletal service**
- No, I have not used the Musculoskeletal service in the last two years**

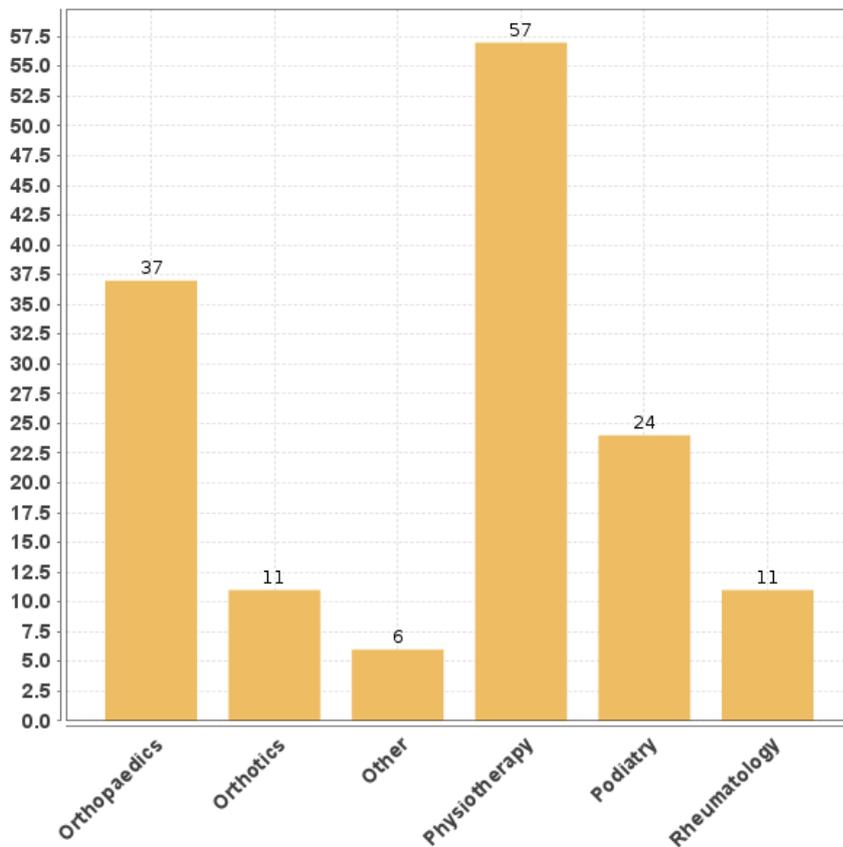
85 per cent of respondents have used Musculoskeletal (MSK) services in Oxfordshire in the last two years, while seven per cent are a carer for a patient. Eight per cent of respondents had not used MSK services recently.



Question 2. Please can you tell us which of the following services you (or the person you are responding on behalf of), have used? (Please tick all relevant services)

- Orthopaedics**
- Rheumatology**
- Podiatry**
- Orthotics**
- Physiotherapy**
- Other**

Registered respondents selected the services they have used with 146 individual responses for services, due to some patients using a number of services.



Question 3: We would like to understand more about your experience of the Musculoskeletal service (or the experience of the person you are responding on behalf of) in the last two years.

Please tell us how you entered the service?

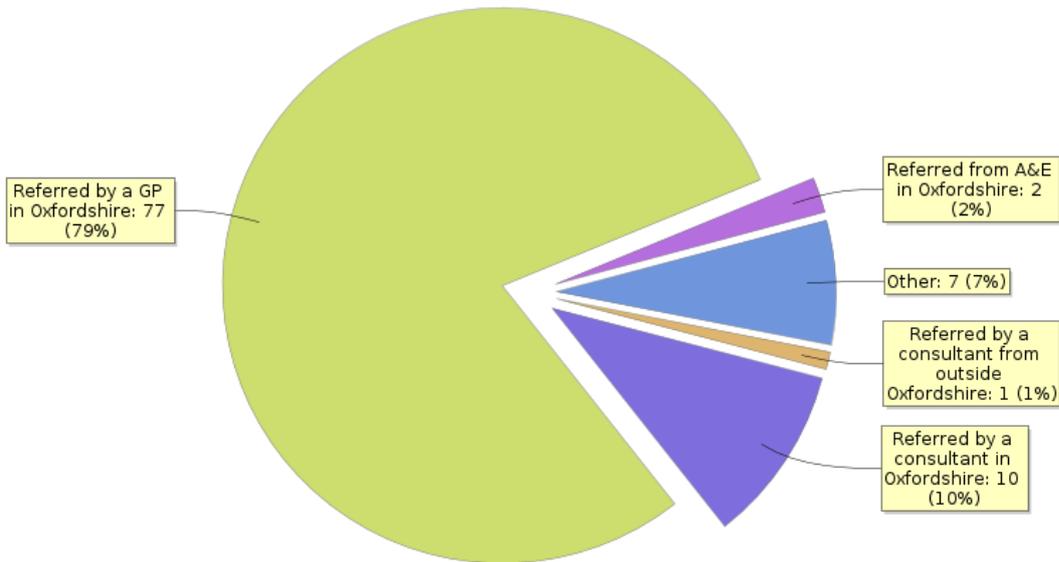
- Referred by a GP in Oxfordshire
- Referred by a consultant in Oxfordshire
- Referred from A&E in Oxfordshire
- Referred by a GP from outside Oxfordshire
- Referred by a consultant from outside Oxfordshire
- Referred from A&E from outside Oxfordshire
- Other

In total 95 people responded to this question with the majority being referred to services by their Oxfordshire GP (79 per cent).

11 respondents added a comment with extra information about the way they entered the MSK service, although six responses were not applicable.

There were four additional ways that respondents listed as using to enter the service which included;

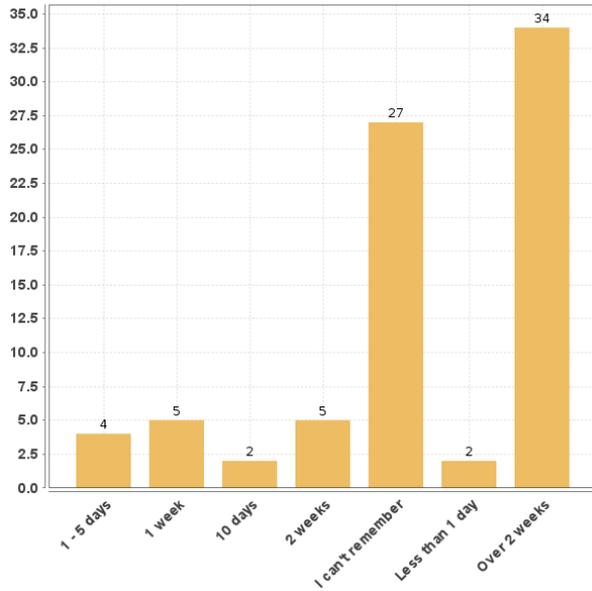
- turning up at the Nuffield Orthopaedic Centre in severe pain and getting immediate treatment;
- being referred by a Parkinson’s specialist nurse;
- self-referral and
- being seen privately.



Question 4: Following your appointment with your GP, how long did you (or the person you are responding on behalf of) wait before the service contacted you by telephone?

- Less than 1 day
- 1-5 days
- 1 week
- 10 days
- 2 weeks
- Over 2 weeks
- I can't remember

34 per cent of respondents waited over two weeks for the service to contact them while 27 per cent of respondents could not remember how long they waited.



36 respondents provided extra detail on this question:

- 17 people received their first appointment by letter,
- Four people had to chase appointments,
- One received a Choose and Book form to make their own appointment,
- One had further appointment details sent directly from the Nuffield Orthopaedic Centre,
- One person described how they were given a telephone appointment time and waited in for the call which didn't happen and then had to chase it.
- Nine people felt the question was not applicable to them.

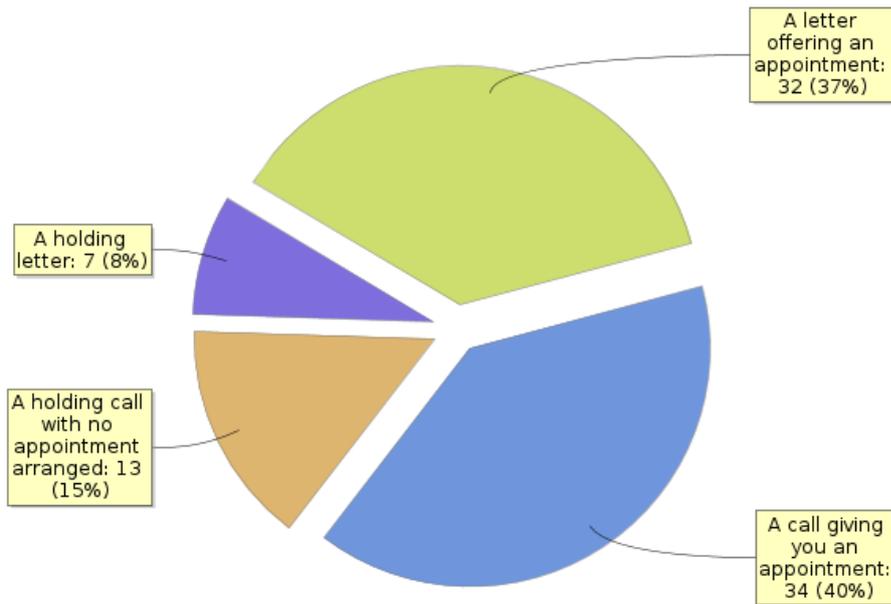
One respondent cited the following example:

'I was supposed to have a phone appointment but waited in for 3 hours and heard nothing. The following day I phoned to query what had happened and even then had to wait over a week before being told I had to wait for an appointment.'

Question 5: When you were first contacted, was it...?

- A letter offering an appointment
- A call giving you an appointment
- A holding call with no appointment arranged
- A holding letter

40 per cent of respondents received a call giving them an appointment, while 37 per cent of respondents received a letter, compared to 20 people representing 23 per cent of respondents who either received a holding letter or phone call.



Question 6: If you (or the person you are responding on behalf of) had questions about your referral, who did you contact?

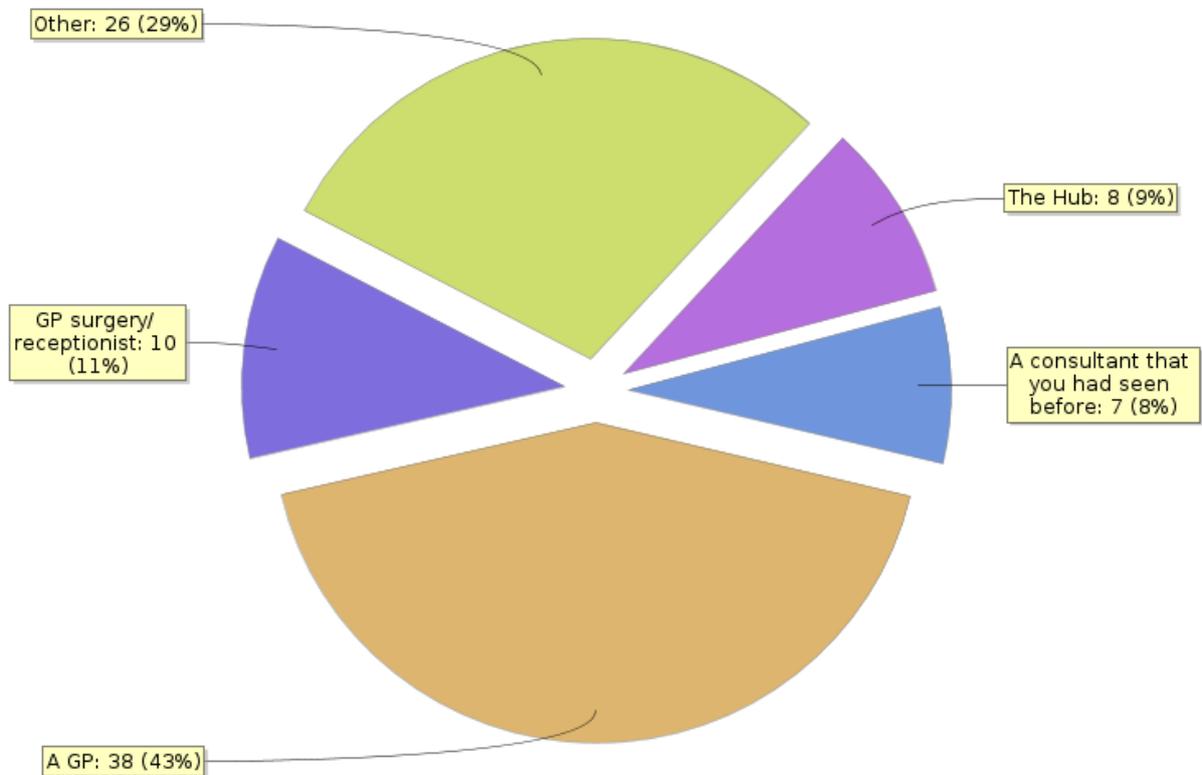
- GP
 - GP surgery/receptionist
 - The Hub
 - A consultant you had seen before
 - Other
- If other, please describe?**

The majority of respondents, 38 patients, (43 per cent) contacted their GP if they needed further information about their referral with 26 patients (29 per cent) reporting that they used other information sources.

29 respondents described other sources of information:

- 17 people stated that they did not have access to a source of information.
- Other sources of information listed by one respondent each included;
 - a physiotherapist;
 - a diabetic specialist nurse;
 - practice secretary;
 - receptionists at the physiotherapist/orthotics centre;
 - the Hub;
 - a specialist nurse given as a contact and a diabetic specialist nurse.
 - Two respondents reported contacting PALs to make a complaint.

- While two people shared concerns where one person had contacted a physiotherapist clinic before their appointment but the call-handler had no information to share about parking provision
- while a second person reported that when they contacted the Hub, the Hub was unable to make an appointment with a physiotherapist.



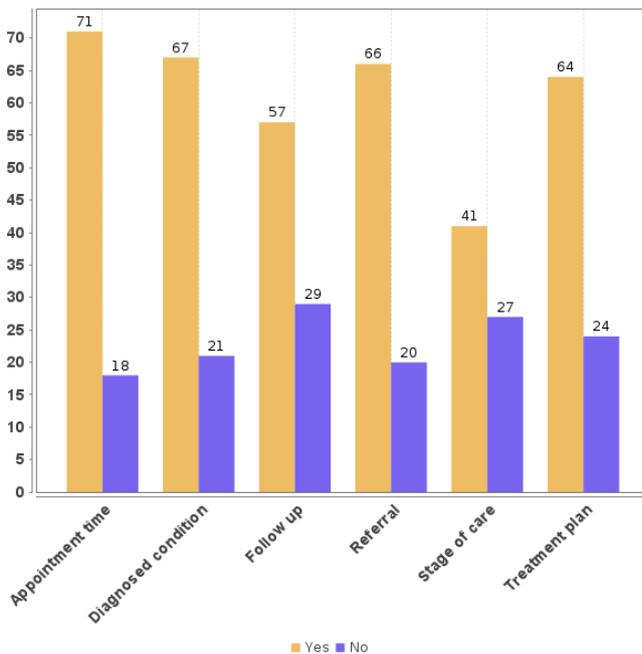
Question 7: Were you (or the person you are responding on behalf of) given clear information about what would happen throughout your assessment, treatment and follow-up for your condition? Please tick yes or no as appropriate in the table below for each relevant stage of care:

More respondents were satisfied that they received information than those who were dissatisfied. 34 people responded to this question. Of those 24 respondents, 19 people gave feedback relating to the point in the pathway from GP referral to the first appointment when satisfaction levels dropped.

- Six people said they received no information or follow-up,
- five people said it was a long process from their GP referral to their first appointment
- Three people said they were still in the referral system
- Two people said they were not told how long it would be from their GP referral to their first appointment
- Two people said the appointment system was confusing
- While one person said they received no information on the referral process and was sent back to their GP.

One respondent cited the following example:

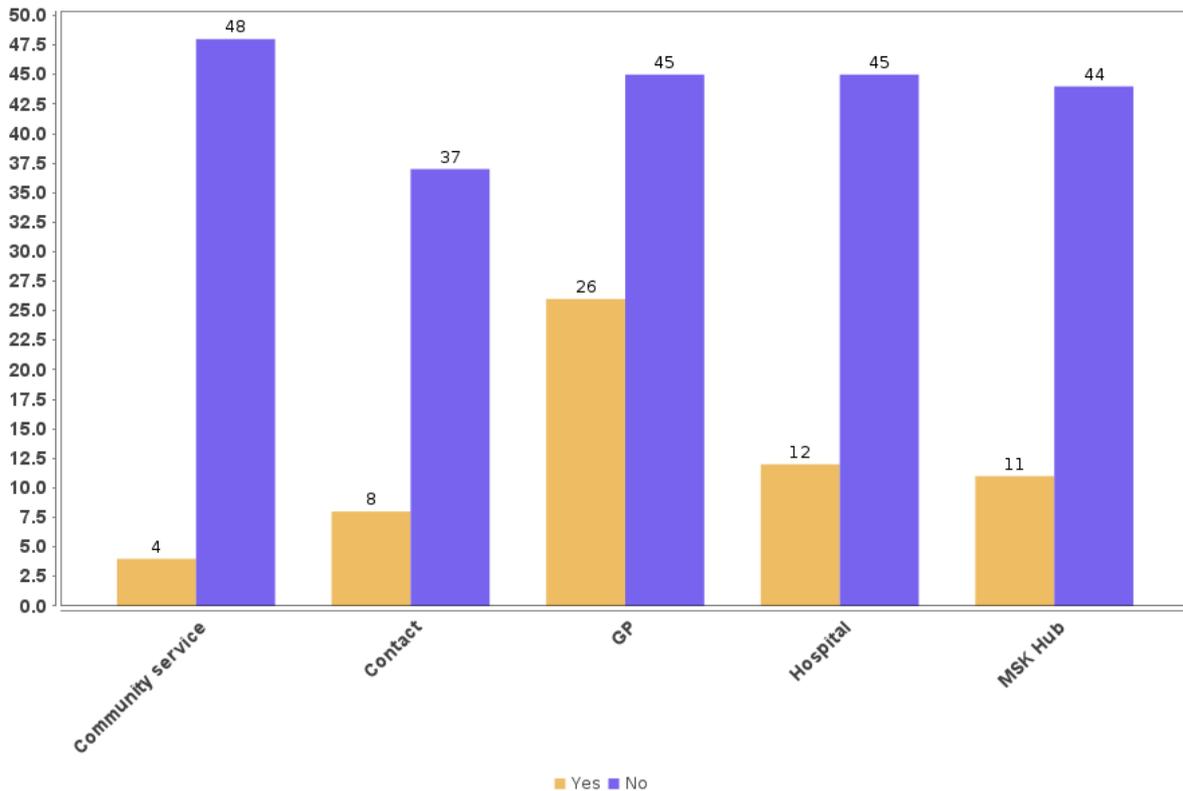
'I wanted to be referred, which my GP did. I waited a while and then contacted the HUB, they advised me to go back to the GP which I did. There was a bit of a muddle. Once I was given an appointment that bit went as I was advised. The treatment plan was to be seen by the physio's and then the orthotic dept. They were both helpful but I was not followed up by the docs, even though they couldn't explain my problems and seemed dismissive of them.'



Question 8: Have you (or the person you are responding on behalf of) felt the need to seek advice in addition to organised appointments while on your patient journey and if so, could you please tell us who you approached from the following list?

The majority of respondents (26) sought advice from their GP when needed during their patient journey through MSK services. There was a high level of negative responses for all categories which suggests patients do not feel able to approach the different clinicians or services for advice.

A further 24 respondents shared further detail on this question. Seven respondents did not feel the question applied to them. Four people said they sought specialist advice privately. Two people said that they had sought advice from their GP. A further two people felt there was scope to streamline this system while another person did not know there was a contact point to ask questions, another person wrote to their hospital and did not receive a response while another person made a complaint about going round in circles.



Question 9: Please could you tell us whether you (or the person you are responding on behalf of) agree or disagree with the following statements about the service you received by ticking in the relevant boxes:

The following question was answered by a maximum of eight-nine respondents, although not everyone responded to each statement. The average response is recorded in the table below. The number of people who agreed with the statements or disagreed is listed immediately below.

82 people felt they were treated with dignity and respect while seven people disagreed

49 people felt they were given a choice of hospital or clinic where they were seen or treated while 40 disagreed.

69 people felt they were seen by the right clinician first time while 19 disagreed.

61 people felt attended their first clinical appointment for treatment and the clinician was able to treat their condition while 28 people disagreed.

74 people felt they were listened to by the person providing care and/or treatment while 14 disagreed.

60 people felt they received adequate support and advice to manage their condition while 28 disagreed.

32 felt unsure and unable to respond while 49 disagreed.

	Agree	Disagree
Statement	<input type="text"/>	
I was treated with dignity and respect during the visit	<input type="text"/>	
I was given a choice about the hospital or clinic where I was seen and treated	<input type="text"/>	
I was seen by the right clinician for my condition first time	<input type="text"/>	
I attended my first clinical appointment for treatment and the clinician was able to treat my condition	<input type="text"/>	
I feel that I have been listened to by the person providing care and/or treatment	<input type="text"/>	
I received adequate support and advice to manage my condition	<input type="text"/>	
Unsure	<input type="text"/>	

35 respondents gave further detail in support of this question. Comments clustered around two key themes, the quality of services and delays in getting seen.

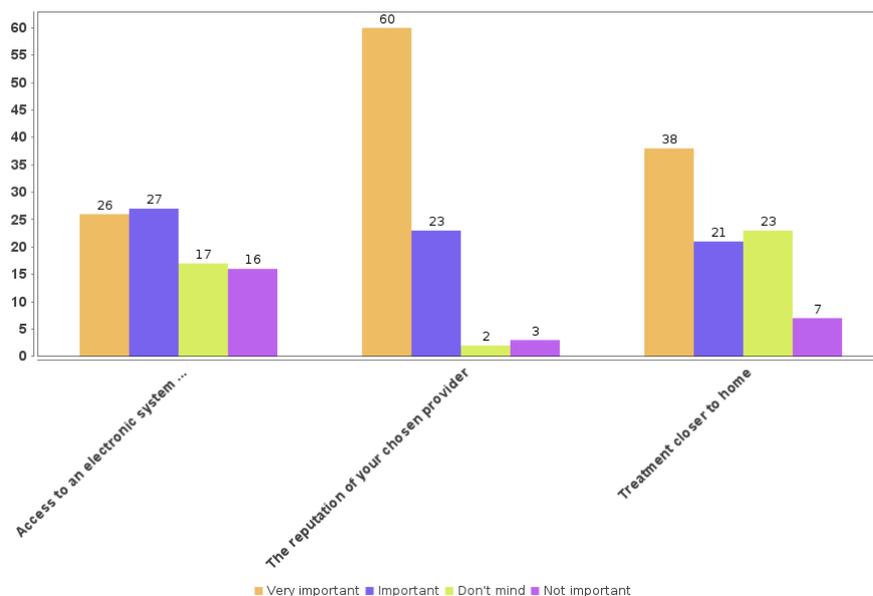
- 7 people reported experiencing an excellent service with a number highlighting the physiotherapy service
- 5 people stated they are waiting for a follow-up appointment, letter or assessment
- 3 people reported delays in getting seen or treated while a further
- 2 people had been seen privately due to the wait
- 3 people reported negative attitudes from their clinician

Question 10: Would you tell us how important the following options for the development of musculoskeletal services are to you by ticking the relevant boxes below:

The majority of respondents felt that the reputation of the chosen provider of their care was very important to them with 60 people rating it is very important and a further 23 people stating it is important.

A significant number (combined total of 53 people) of those responding to this question also felt it was very important or important to have access to an electronic system to monitor their progress and more still (38 people) felt treatment closer to home was very important while an additional 21 felt this was important.

	Very important	Important	Don't mind	Not important
Access to an electronic system to monitor your progress	<input type="text"/>			
Treatment closer to home	<input type="text"/>			
The reputation of your chosen provider	<input type="text"/>			



21 respondents contributed further comments on this question. Four people felt they received an excellent service. Three felt services closer to home was very important. Four people’s comments concerned a need for more information while a further two people felt the pathway or system was confusing.

Question 11: Please can you (or the person you are responding on behalf of), tell us how satisfied you were overall with your experience of the Musculoskeletal service by ticking the relevant boxes:

The majority of those who responded to the question about how satisfied they felt with their experience of MSK services (52 respondents) were positive reporting that they were very satisfied or satisfied.

37 respondents provided extra detail in their response to this question. 14 people stated that the service they had received was excellent while a further five specified that their physiotherapy experience had been excellent. Nine people said they thought there was a shortage of staff or appointments. A further three people reported that they were still waiting to be seen following their referral. Further comments submitted concerned feedback on the delay in being seen with some being seen privately instead. Two attributed delays to the administration system.