Appendix 3

Full discussion group summaries follow for the six focus groups held. This is followed by a table summarising the activity of OCCG’s Equality and Access Commissioners.

Burford Day Centre – Discussion Group summary

Discussion questions

1. What is the name of the community group participating in this discussion session?
   Burford Day Centre

2. How many people are in the discussion group?
   9

   a. Approximate age range of group
       18-25
       46-55
       65-74
       90+

   b. Gender split of the group
       Male  2  Female  7

3. How many people in the group have used Musculoskeletal services in the last two years?
   3

4. Please can you tell us which of the following services people have used?
   • Orthopaedics  ☑
   • Rheumatology  ☑
   • Podiatry  
   • Orthotics  ☑
   • Physiotherapy  ☑
   • Don’t know  

5. How easy have people found it to access Musculoskeletal services in Oxfordshire?
   Very difficult  Fairly difficult  1  Easy  Fairly easy  2  Very easy

6. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:
   a. What works well for people using MSK services? Please ask for examples of good experiences that people have had

       Admission, in-patient staff very helpful – very reassuring and giving information as needed
       Physio exercises worked well
b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

Had to wait for a long time for physio referral
Couldn’t get physio referral easily
Difficulty getting to appointments, poor transport in rural area (3 buses to get there)
Had to chase up for follow up care – no face to face appointment available, phone consultation unhelpful

7. What would make it easier for group members to access Musculoskeletal services?

Shorter waiting time for physio and hospital appointments

Better follow up care
Carterton Childminder Group

Discussion questions

8. What is the name of the community group participating in this discussion session?
   Carterton Childminder Group

9. How many people are in the discussion group?
   4
   a. Approximate age range of group
      26-35
   b. Gender split of the group
      Male 0, Female 4

10. How many people in the group have used Musculoskeletal services in the last two years?
    1

11. Please can you tell us which of the following services people have used?
    - Orthopaedics
    - Rheumatology
    - Podiatry
    - Orthotics
    - Physiotherapy
    - Don’t know

12. How easy have people found it to access Musculoskeletal services in Oxfordshire?
    Very difficult  Fairly difficult  Easy 1  Fairly easy  Very easy

13. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:
    a. What works well for people using MSK services? Please ask for examples of good experiences that people have had
       Physiotherapist was helpful
    b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

14. What would make it easier for group members to access Musculoskeletal services?
Carterton ICE Centre Support Group

Discussion questions

15. What is the name of the community group participating in this discussion session?
   Carterton Ice Centre Support Group

16. How many people are in the discussion group?
   21
   a. Approximate age range of group
      18-25
      26-35
   b. Gender split of the group
      Male 9  Female 12

17. How many people in the group have used Musculoskeletal services in the last two years?
   5

18. Please can you tell us which of the following services people have used?
   • Orthopaedics  x
   • Rheumatology  
   • Podiatry  x
   • Orthotics  x
   • Physiotherapy  x
   • Don’t know  

19. How easy have people found it to access Musculoskeletal services in Oxfordshire?
   Very difficult  3  Fairly difficult  2  Easy  2  Fairly easy  Very easy

20. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:
   a. What works well for people using MSK services? Please ask for examples of good experiences that people have had
      Able to see the same health professional, who knew my medical history
      Helpful medical staff
      Being referral to the right department/services and support
      Not too long a wait to get seen
b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

Long waiting time to be seen at the Nuffield and JR

Not enough parking space for the disabled

21. What would make it easier for group members to access Musculoskeletal services?

Shorter waiting time for appointments

More parking spaces available for the disabled
Donnington Senior Citizens and Carers Group

Discussion questions

22. What is the name of the community group participating in this discussion session?

Donnington Senior citizens and carers group (Age UK)

23. How many people are in the discussion group?

12 in group of which 5 used the MSK service

   a. Approximate age range of group
      65+

   b. Gender split of the group
      Male 2  Female 3

24. How many people in the group have used Musculoskeletal services in the last two years?

5

25. Please can you tell us which of the following services people have used?

   - Orthopaedics]
   - Rheumatology]
   - Podiatry]
   - Orthotics]
   - Physiotherapy]
   - Don’t know

26. How easy have people found it to access Musculoskeletal services in Oxfordshire?

Very difficult  Fairly difficult 2 Easy 2  Fairly easy1  Very easy

27. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:

   a. What works well for people using MSK services? Please ask for examples of good experiences that people have had
      - GP who knows them well usually gets diagnosis and treatment right
      - Confidence in their GP helps

   b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.
      - Had to chase for appointments
      - Different GPs gave different advice –making the process long drawn and frustrating
      - Waiting times can be long for knee replacement and there is no tracking system
      - Waiting time in trauma clinic is long
      - Physiotherapy sessions at home was very good but too short. Referral to gentle exercise classes would have been helpful (when patient gets well enough to attend the class).
28. What would make it easier for group members to access Musculoskeletal services?

- Health professionals need to listen to what they are saying and treat them with dignity
- Right advice and right treatment should be provided
- Referral to services that could provide needed support to maintain motivation to exercise eg gentle exercise
- Referral to services that could provide needed support to maintain motivation to exercise and also for social need eg gentle exercise class
- Exercise classes could get advice from physiotherapy –eg exercise for sciatica, arthritis
Eynsham Day Centre

Discussion questions

29. What is the name of the community group participating in this discussion session?

   Eynsham Day Centre Elderly Group

30. How many people are in the discussion group?

   12

   a. Approximate age range of group

      46-55: 1
      93:    1
      81:    1
      82:    1
      87:    1

   b. Gender split of the group

      Male   1    Female  4

31. How many people in the group have used Musculoskeletal services in the last two years?

   5

32. Please can you tell us which of the following services people have used?

   - Orthopaedics  
   - Rheumatology  
   - Podiatry
   - Orthotics
   - Physiotherapy
   - Don’t know

33. How easy have people found it to access Musculoskeletal services in Oxfordshire?

   Very difficult 2    Fairly difficult 1    Easy    Fairly easy 1    Very easy 1

34. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:

   a. What works well for people using MSK services? Please ask for examples of good experiences that people have had

      Useful equipment – walker, trolley supplied to help with hip condition and mobility
      Good advices from GP – referral to the Nuffield
      Effective treatment, being shown how to manage and look after my condition
b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

   Couldn’t get through on the phone - long queue to get answered
   Treatment - injection made my condition worse
   Couldn’t get to evening appointments due to infrequent bus services
   Long waiting time for appointments, condition deteriorated

35. What would make it easier for group members to access Musculoskeletal services?

   Listen to what patients want to say
   More staff
   Run clinic at sensible times
   Shorter waiting time for appointments
Witney MIND Support Group

Discussion questions

1. What is the name of the community group participating in this discussion session?
   Witney MIND support group

2. How many people are in the discussion group?
   7
   a. Approximate age range of group
   56-64
   b. Gender split of the group
   Male 4  Female 3

3. How many people in the group have used Musculoskeletal services in the last two years?
   2

4. Please can you tell us which of the following services people have used?
   - Orthopaedics  ☒
   - Rheumatology  ☐
   - Podiatry  ☒
   - Orthotics  ☒
   - Physiotherapy  ☒
   - Don’t know  ☐

5. How easy have people found it to access Musculoskeletal services in Oxfordshire?
   Very difficult  Fairly difficult  Easy  Fairly easy  Very easy

6. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:
   a. What works well for people using MSK services? Please ask for examples of good experiences that people have had

      Physiotherapy worked well
      Once in the system, got good support and services (OCE helpful – pointed me to the right directions for help)
      Clear explanation of treatment process

   b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

      Had to wait for months to get back on the system due to missed appointments as a result of transport difficulty
Took a long time to get a referral
Lots of problems with OT - ignored my calls and emails
Long waiting time for treatment
No clear pathway - don’t know where I was with different departments

7. What would make it easier for group members to access Musculoskeletal services?

Treat patients with respect

Everyone work on the same system to avoid confusion
West Oxfordshire Headway Support Group

Discussion questions

8. What is the name of the community group participating in this discussion session?
   WO Headway support group

9. How many people are in the discussion group?
   8
   a. Approximate age range of group
      36-45
      46-55
      56-64
   b. Gender split of the group
      Male 3
      Female 5

10. How many people in the group have used Musculoskeletal services in the last two years?
    4

11. Please can you tell us which of the following services people have used?
    - Orthopaedics  ○ X
    - Rheumatology  ○
    - Podiatry  ○ X
    - Orthotics  ○ X
    - Physiotherapy  ○ X
    - Don’t know  ○

12. How easy have people found it to access Musculoskeletal services in Oxfordshire?
    Very difficult  3
    Fairly difficult  Easy 1
    Fairly easy  Very easy

13. Please gather information about people’s experiences of Musculoskeletal services in Oxfordshire:
    a. What works well for people using MSK services? Please ask for examples of good experiences that people have had

       Good services in the hospital
       Good to be involved in my care, explained what was wrong with my hand and back, education on posture and exercises helpful
       Being treated like a person, looks at what is possible
       Physio worked well when I finally had it
       No one offered me any services or support
       Equipment, walking frame helpful
b. What does not work well for people using MSK services? Please ask for examples of poor experiences that people have had.

- OT patronizing
- Had to chase for appointments
- Certain services not available for new patients
- No continuity of care, saw physio once in a blue moon
- Exercises were given to my carer, not explained what I needed to do
- After left hospital, I was left to my own device in the community to sort out help
- Lack of knowledge about my entitlement of help and support (just allocated by agency)
- Long waiting time for referral from GP

14. What would make it easier for group members to access Musculoskeletal services?

- To monitor and follow patients’ progress
- More communication with GP
- Knowing where to go and who to contact
- Start timely treatment
## Summary table of Discussion Group activity

<table>
<thead>
<tr>
<th>Name of Group</th>
<th>Type of Group and numbers</th>
<th>Person who visited</th>
<th>Date of visit</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian Cultural Centre</td>
<td></td>
<td>Merlyn</td>
<td>05.12.14</td>
<td>5 questionnaires given</td>
</tr>
<tr>
<td>Central and Bangladeshi mosques</td>
<td></td>
<td>Merlyn</td>
<td>05.12.14</td>
<td>10 questionnaires each given to both mosques</td>
</tr>
<tr>
<td>Leys-Clockhouse</td>
<td></td>
<td>Merlyn</td>
<td>09.12.14</td>
<td>3 questionnaires given</td>
</tr>
<tr>
<td>West Oxfordshire Headway support group</td>
<td>Individuals/family members affected by brain injury/disability (8)</td>
<td>Jennifer Siu</td>
<td>1/12/14</td>
<td>Full data can be located in the questionnaires folder</td>
</tr>
<tr>
<td>Eynsham Day Centre</td>
<td>Elderly people and carer group (14)</td>
<td>Jennifer Siu</td>
<td>1/12/14</td>
<td>Full data can be located in the forum discussion folder</td>
</tr>
<tr>
<td>MIND Witney</td>
<td>People with mental health needs (7)</td>
<td>Jennifer Siu</td>
<td>2/12/14</td>
<td>Full data can be located in the forum discussion folder</td>
</tr>
<tr>
<td>Orchard Children Centre</td>
<td>Young mothers (5)</td>
<td>Jennifer Siu</td>
<td>2/1/14</td>
<td>5 Questionnaires distributed</td>
</tr>
<tr>
<td>Carterton Children Centre</td>
<td>Child minders (4)</td>
<td>Jennifer Siu</td>
<td>3/12/14</td>
<td>Full data can be located in the forum discussion folder</td>
</tr>
<tr>
<td>Carterton Ice Centre</td>
<td>People with mental health/learning/disabilities (21)</td>
<td>Jennifer Siu</td>
<td>3/12/14</td>
<td>Full data can be located in the forum discussion folder</td>
</tr>
<tr>
<td>Age UK South Asian Elder</td>
<td>8 Female 55+ age range</td>
<td>Robina Zafar</td>
<td>8/12/14</td>
<td>Handed out questionnaires to patient in Podiatry Clinic</td>
</tr>
<tr>
<td></td>
<td>9 Individuals</td>
<td>Robina Zafar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burford Day Centre</td>
<td>Elderly people 55+ (10)</td>
<td>Jennifer Siu</td>
<td>15/12/14</td>
<td>Also included 1 male visitor 18-25 age range</td>
</tr>
<tr>
<td>Podiatry department (Oxford)</td>
<td></td>
<td>Merlyn</td>
<td>05.12.14</td>
<td>10 questionnaires given</td>
</tr>
<tr>
<td>Physiotherapy dept</td>
<td></td>
<td>Merlyn</td>
<td>08.12.14</td>
<td>10 questionnaires given</td>
</tr>
<tr>
<td>Donnington older people’s group</td>
<td>12 in group (5 MSK users)</td>
<td>Merlyn</td>
<td>09.12.14</td>
<td>Group discussion (5) Data collated and submitted</td>
</tr>
<tr>
<td>Bicester Health and Wellbeing Centre</td>
<td></td>
<td>Merlyn</td>
<td>08.12.14</td>
<td>10 questionnaires given</td>
</tr>
<tr>
<td>Methodist church – Bicester</td>
<td>Carer’s group</td>
<td>Merlyn</td>
<td>08.12.14</td>
<td>10 questionnaires given</td>
</tr>
<tr>
<td>Re-think and complex Needs Service</td>
<td>Supports patients with complex needs</td>
<td>Merlyn</td>
<td>08.12.14</td>
<td>5 questionnaires given</td>
</tr>
<tr>
<td>50 plus group</td>
<td>Discussion forum for older people</td>
<td>Merlyn</td>
<td>03.12.14</td>
<td>12 questionnaires distributed</td>
</tr>
<tr>
<td>BKLwu</td>
<td>African women’s Group</td>
<td>Rosita</td>
<td>27.11.2014</td>
<td>12 members present, 7 members took consultation document</td>
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<tr>
<td>Open Door</td>
<td>Refugees and Asylum Seekers</td>
<td>Rosita</td>
<td>27.11.2014</td>
<td>1 consultation document given</td>
</tr>
<tr>
<td>Dementia Carers Group</td>
<td>Carers of Husband/wife with dementia aged over 65</td>
<td>Rosita</td>
<td>5.12.2014</td>
<td>1 male said that the NHS service was 100 times better than private service He said that he would give the Manzil Way service 11 out of 10</td>
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<tr>
<td>Organisation</td>
<td>Group Type</td>
<td>Method of Distribution</td>
<td>Details</td>
<td></td>
</tr>
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<td>--------------</td>
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</tr>
<tr>
<td>Abingdon Carers group - 10/12/14</td>
<td>Carers support group</td>
<td>Labli</td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>Didcot Women United Group (MIND) - 3/11/14</td>
<td>Support group</td>
<td>Labli</td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>Asian Women Groups (Oxford &amp; Banbury) - 27/11/14</td>
<td>Labli</td>
<td>Questionnaires sent by email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age UK, Oxfordshire</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>MIND Wellbeing Centre Abingdon - 3/12/14</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>Community Information Network South Team</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
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</tr>
<tr>
<td>Carers Oxfordshire Carers – 3/12/14</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>Grandpont children centre – 10/12/14</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
<td></td>
</tr>
<tr>
<td>Redbridge Hollow Gypsy and Travellers Women’s Group – 3/12/14</td>
<td>Gypsy and Travellers support Group</td>
<td>Labli</td>
<td>5 Group was cancelled to attend a funeral. Arranged to go following week. 10/12/14 visited questionnaires were taken to complete later and send in using freepost envelopes</td>
<td></td>
</tr>
<tr>
<td>RAF Benson Carers Group</td>
<td>For Military carers</td>
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<td>Questionnaires sent by email</td>
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<td>Henley Dementia Carers support group</td>
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<td>Henley Carers support group</td>
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<tr>
<td>Abingdon women support group (MIND)</td>
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<td>Questionnaires sent by email</td>
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<tr>
<td>Wallingford support group (MIND)</td>
<td></td>
<td></td>
<td>Questionnaires sent by email</td>
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</tbody>
</table>