

## **Report on patient survey of Musculoskeletal Services provided by HealthShare**

### **1. Purpose**

The purpose of this report is to present the results of a patient survey undertaken on musculoskeletal (MSK) services provided by Healthshare in Oxfordshire. The survey aimed to understand the patient experience of the new service.

The survey was carried out as part of the work of the Oxfordshire Joint Health Overview and Scrutiny Committee (HOSC) Task and Finish Group on MSK services.

The report will be shared with the HOSC Task and Finish Group, OCCG's planned care team responsible for commissioning MSK services and Healthshare to help support improvements in the MSK services. It will also be published on the OCCG website.

### **2. Background**

In 2015 OCCG undertook a review of musculoskeletal (MSK) services in the county, this included engaging with clinicians and patients. A business case was developed and set out how MSK services were operating at the time and made a recommendation to implement a new integrated service that sought improvements in several areas, including access, self-management, a person-centred approach and the integration of assessment with triage and treatment.

OCCG engaged patients who used the service in this process in developing the business case and in developing the new specification. A contract to provide MSK services in Oxfordshire was re-tendered (after working with the incumbent providers to give them an opportunity to provide the newly specified service) and a new provider was awarded the contract in June 2017. The new provider, Healthshare, is a clinical stakeholder organisation which works within the NHS and is solely funded through NHS contracts. Healthshare took on provision of community MSK services in October 2017.

In the autumn of 2017, following feedback from the public, Oxfordshire HOSC raised their concerns with OCCG regarding the process, outcome and transfer of MSK services to the new contract. OCCG has provided the committee with the original business case, a briefing note and answers to a number of questions.

At the HOSC meeting 8 February 2018, the committee requested that a Task and Finish Group be established to examine the provision of MSK services and report back. This survey was undertaken as part of the Task and Finish Group activity.

### 3. Process and method

A quantitative and qualitative approach to the survey was taken with a number of rating questions as well as three open ended questions which enabled respondents to expand on their patient experience. The patient questionnaire (Appendix 1) was developed with input from HOSC members of the Task and Finish Group.

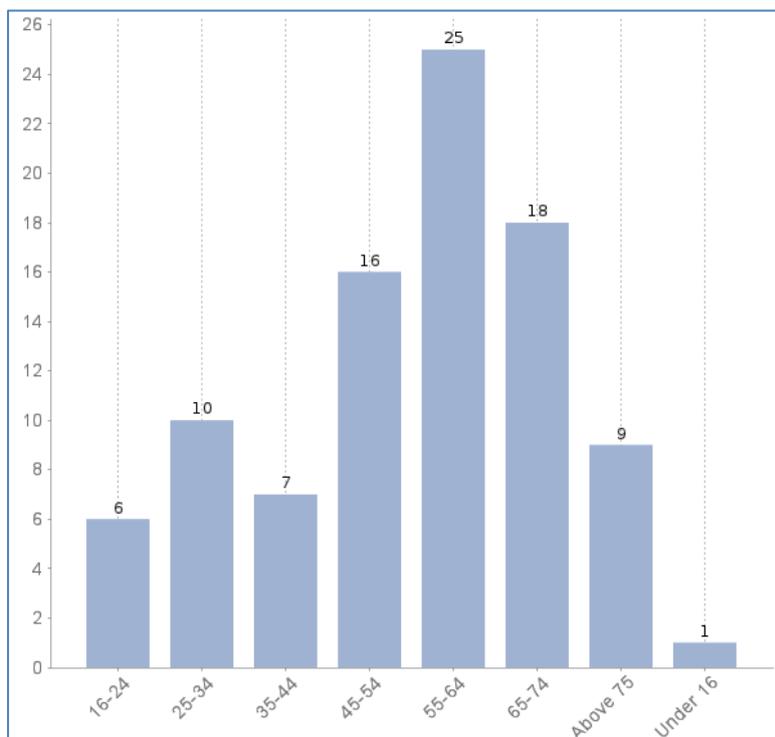
The survey was available on OCCG's online consultation and engagement tool Talking Health. Printed copies were offered and distributed on request. It was available from 30 November 2018 until 4 January 2019. A sample of 2,468 registered patients (receiving treatment between November 2017 to November 2018) were sent a text message asking them to respond to the survey.

### 4. Key findings

Ninety three<sup>1</sup> people responded to the survey with a spread across the county. This was a 4% response rate which is significantly lower than the expected 10% response rate.

- 87% of respondents identified themselves as White British and 9% of respondents identified themselves as belonging to a minority ethnic group. 4% of respondents did not provide this information
- 60% of respondents were women compared with 37% men, one respondent identified as Transgender and 2% did not provide this information
- 18% of respondents identified themselves as having a disability
- Below shows the diverse age ranges of those who responded:

Table shows age range of participants:



<sup>1</sup> To note, although 93 people responded to the survey, they did not all respond to every question.

The key findings are as follows:

- 70% of those who responded rated their experience as average or above average with 30% classing it as excellent
- 81 respondents were referred by their GP
- 41% of those who responded waited more than two weeks from referral to being contacted (by telephone) by HealthShare
- 44% of those who responded waited less than six weeks after being contacted by the MSK service for their first appointment to take place; nearly 50% of those received their first appointment in less than two weeks. 36% waited more than six weeks.
- 60% of those who responded contacted Healthshare directly; of the 60% who contacted Healthshare directly, only 11% managed to speak to someone without difficulty
- 55% of respondents were satisfied or very satisfied with the information they received through their assessment, treatment and follow-up of their condition; with approximately 27% not satisfied.
- 75% respondents felt they were treated with dignity and respect at their appointment; 10% disagreed with this
- Less than half of those responding felt they had a choice of clinic or hospital for their appointment / treatment
- 62% of those responding felt they were listened to; whilst 20% felt they were not listened to by the person providing their care
- 41% of respondents were satisfied they received the right care without undue delay; the same percentage of respondents were dissatisfied.

Key themes from feedback include:

- Generally there was high satisfaction rates with the clinical care provided by Healthshare
- More than half of respondents were satisfied with the information they received before, during and after their treatment
- In some cases there were lengthy waiting times and sometimes lengthy waiting times between treatments
- A small number of respondents were unhappy with the requirement to purchase their own orthotics
- Generally clinical staff were praised and found to be knowledgeable
- Administration was lacking and some respondents found it difficult making appointments

Responses are available in Appendix 2.

## **5. Next Steps**

The report will be shared with

- the HOSC Task and Finish Group
- OCCG's planned care team responsible for commissioning MSK services
- Healthshare to help support improvements in the MSK services

The themes and feedback identified in this engagement report will be fully considered by OCCG in the monitoring of services provided by Healthshare.

This engagement report will be shared with people who participated in the engagement activity (who gave their contact details). The report will also be made available on the OCCG's online consultation and engagement tool Talking Health: [www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk)

### Survey about Musculoskeletal services

We have sent you this survey because you have recently used the musculoskeletal (MSK) service in Oxfordshire and we would like to know about your experience.

MSK services provide help with pain and problems with muscles, bones and joints, including back and neck pain.

MSK services are provided in the main hospitals and others in the community. This survey relates only to the MSK services provided by outside the main hospitals.

There are a total of 15 questions and completing the survey will take approximately 10 minutes. You can complete the survey on the OCCG website or with a paper copy and return it to the address at the end of the survey.

### Patient experience questions

**1. Please confirm if you (or the person you are answering on behalf of) have used MSK services in the last year? (Please tick one option)**

- Yes, I am a patient that uses / has used musculoskeletal (MSK) services in the past year
- Yes, I am a carer for a patient that uses / has used musculoskeletal (MSK) services in the past year
- Yes, I have previously used MSK services but not in the last year (please go to Q15)
- I'm not sure

**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) (Please tick all that apply)**

- Orthopaedics
- Rheumatology
- Podiatry
- Orthotics
- Acute Physiotherapy
- Rehab Physiotherapy
- Don't know
- Other, please state \_\_\_\_\_

**3. Overall, how would you/ the person you care for rate your experience of the MSK service(s)? (Please tick one option)**

- **Poor**
- **Unsatisfactory**

- Average
- Good
- Excellent

**We would like to understand more about your experience of MSK services (or the experience of the person you are responding on behalf of) in the last year.**

**4. Please tell us who referred you/the person you care for? (Please tick all that apply)**

- Referred by a GP in Oxfordshire
- Referred by a hospital consultant in Oxfordshire
- Referred from A&E in Oxfordshire
- Referred by a GP from outside Oxfordshire
- Referred by a hospital consultant from outside Oxfordshire
- Referred from A&E from outside Oxfordshire
- I don't know
- Other

If 'Other' please describe in the box below

**5. Thinking about your most recent treatment, within the last year, how long did you/or the person you care for wait after being referred to the MSK service, before you were contacted by telephone? (please tick one)**

- Less than 1 day
- 1 – 5 days
- 6 – 10 days
- 11 – 14 days
- Over 2 weeks
- Don't know

- If you were not contacted by telephone, please tell us how your initial contact was made?

**6. Thinking about your most recent treatment, within the last year, how long did you/or the person you care for wait after being contacted by the MSK service for your first appointment to take place? (please tick one)**

- Under 2 weeks
- 2 - 4 weeks
- 4 - 6 weeks
- Over 6 weeks
- I was referred straight on to a consultant or specialist service and was not seen by the MSK service in the community
- I was contacted by the MSK services but not eligible for treatment
- My appointment was cancelled
- I don't know

**7. Thinking about when you/or the person you care for were first contacted; how were you contacted, was it via? (please tick as many as relevant)**

- A holding call with no appointment arranged
- A call explaining the wait time and advice given
- A call giving you an appointment
- A letter asking you to call to make an appointment
- A letter offering you an appointment
- A holding letter
- Something else? Please give brief details:

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**8. At any time, did you or the person you care for, try to contact the MSK services directly? (Please tick one)**

- **Yes**  (please go to Q9)
- **No**  (if no, please go to Q10)
- **I don't know**  (if you are not sure, please go to Q10)

**9. If Yes, did you manage to speak to someone? (please tick one)**

- Yes I got through on the telephone reasonably easily and they answered all my questions
- Yes I got through on the telephone after several attempts and they answered all my questions
- Yes I got through on the telephone but my questions were not answered.
- No my call was not answered (go to Q10)

**10. If you answered 'No or I don't know', please could you tell if you tried to contact anyone else? (please tick one)**

- My GP surgery
- A hospital consultant
- No one
- Other

If other please tell us more:

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**11. Please could you tell us how satisfied you / or the person you care for were with the information provided to you about what would happen throughout your assessment, treatment and follow-up for your condition? (Please indicate your satisfaction for each statement by ticking one of the boxes.)**

Stage of care	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	I don't know
Information about the assessment referral						
Information about the assessment appointment time						
Information about the condition that was diagnosed						
Information about the treatment plan						
Information about the after care						

**12. If you or the person you care for, were dissatisfied or very dissatisfied with any of the information you have received, please tell us why?**

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**13. Please could you tell us whether you/the person you care for agree or disagree with the following statements about the MSK service you received in the last year:**

Statement	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	I don't know
I (or the person I am responding on behalf of) was treated with dignity and respect during the visit						

I (or the person I am responding on behalf of) was given a choice about the hospital or clinic to be seen and treated						
I (or the person I am responding on behalf of) felt that I was listened to by the person providing care and/or treatment						
I (or the person I am responding on behalf of) felt involved in decisions about our care						
I (or the person I am responding on behalf of) felt that opportunities to improve our health was highlighted						
I (or the person I am responding on behalf of) feel that the right care was received without undue delay						

14. If you or the person you care for have further experiences that you would like to share, please tell us here.

15. If there is anything further you or the person you care for would like to tell us about your overall experience of MSK services at different points along your/the person you care for patient journey, please include it here.

**Thank you for your time.**

**Personal Details**

We would be grateful if you would provide the following information – it will help us know if we have received responses from a representative group of people.

**Age Range**

Age range	Your response
Under 16	
16-24	
25-34	
35-44	
45-54	
55-64	
65-74	
Above 75	

**Gender**

Gender	Your response
Male	
Female	
Transgender	
Prefer not to say	

**Ethnicity**

Ethnicity	Your response
White	
Mixed	
Asian or Asian British	
Black or Black British	
Chinese	
Other	
Prefer not to say	

**Do you consider yourself to have a disability?**

Disability status	Your response
Yes	
No	
Not stated	

**Your Postcode (this will help us know which areas of Oxfordshire we have heard from)**

**If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.**

**Name:**

**Address:**

**Email address:**

**Telephone number:**

**Please return all completed questionnaires by Friday 4 January 2019 to:**

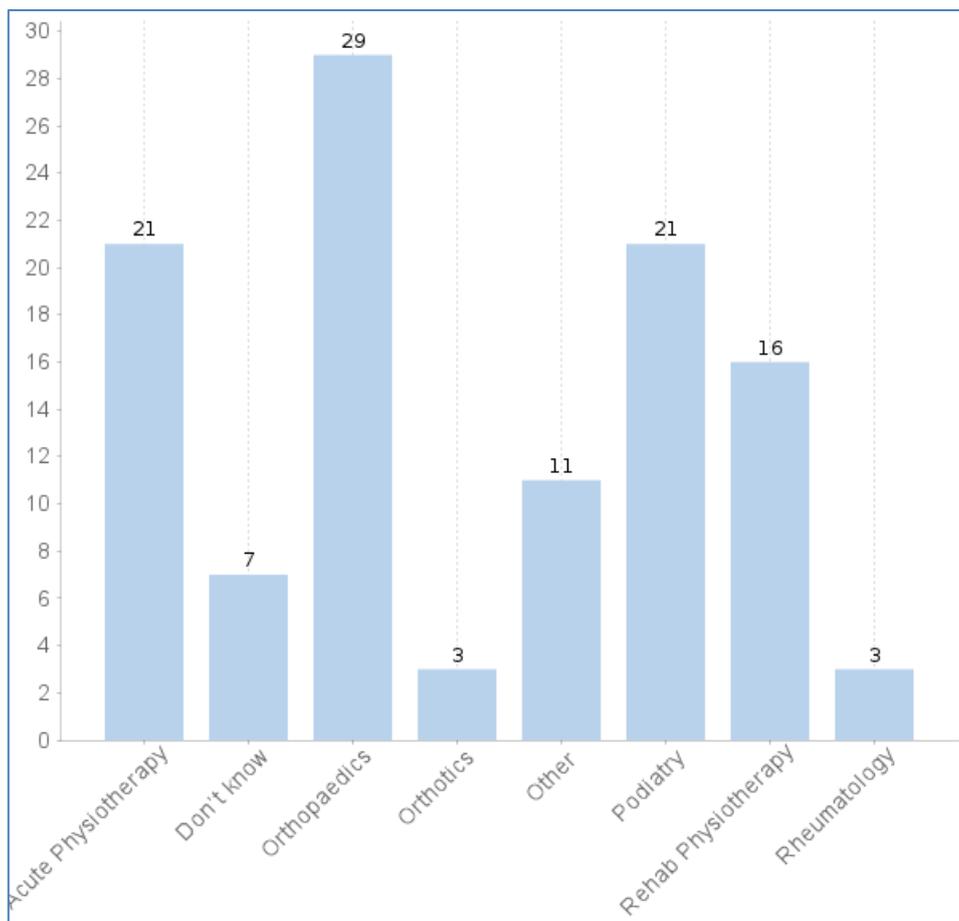
FREEPOST: OXFORDSHIRE CLINICAL COMMISSIONING GROUP

**For further information about this consultation please email:**  
[cscsu.talkinghealth@nhs.net](mailto:cscsu.talkinghealth@nhs.net) or call 01865 334638

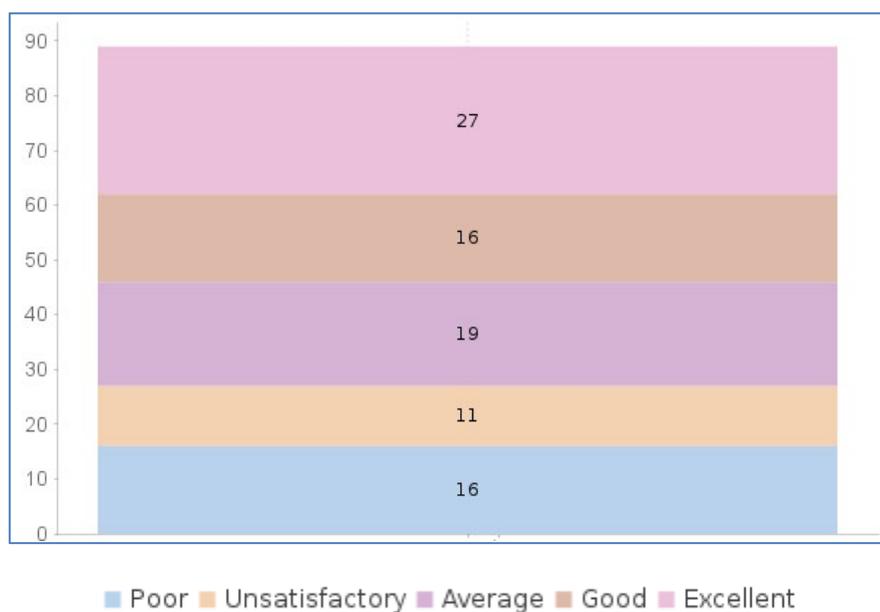
**Thank you for your time.**

## Appendix 2: MSK Survey Responses

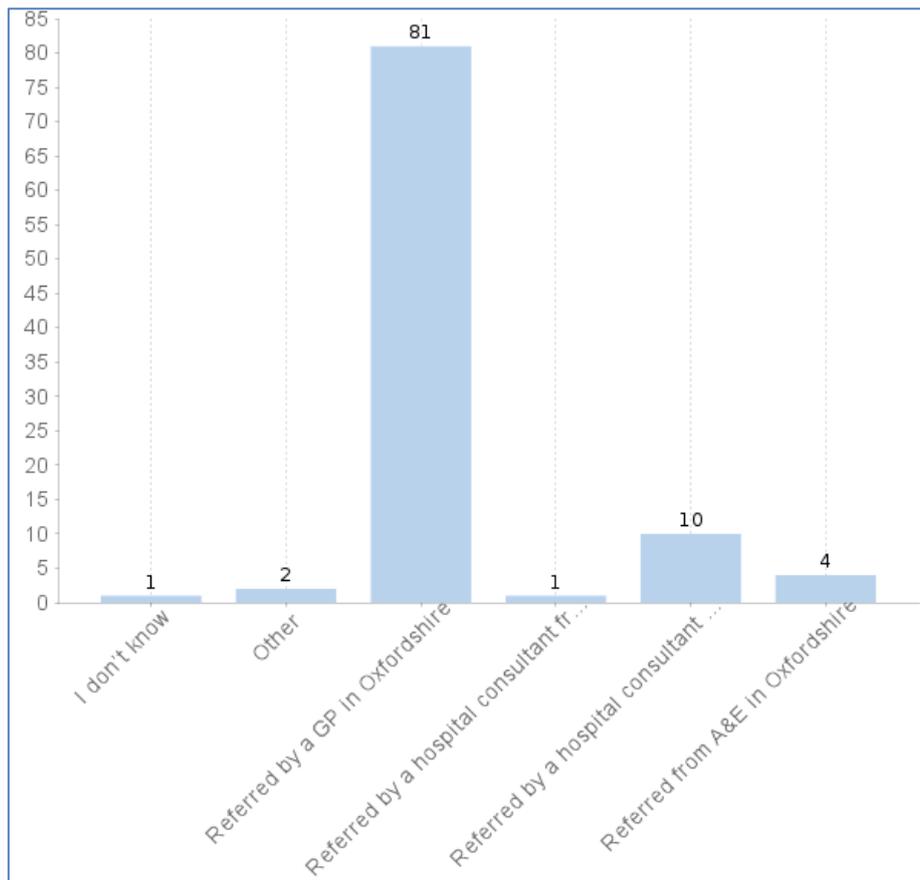
**Question 2:** Please can you tell us which of the following services you (or the person you are responding on behalf of), have used (Please tick all relevant services) (Please tick all that apply)



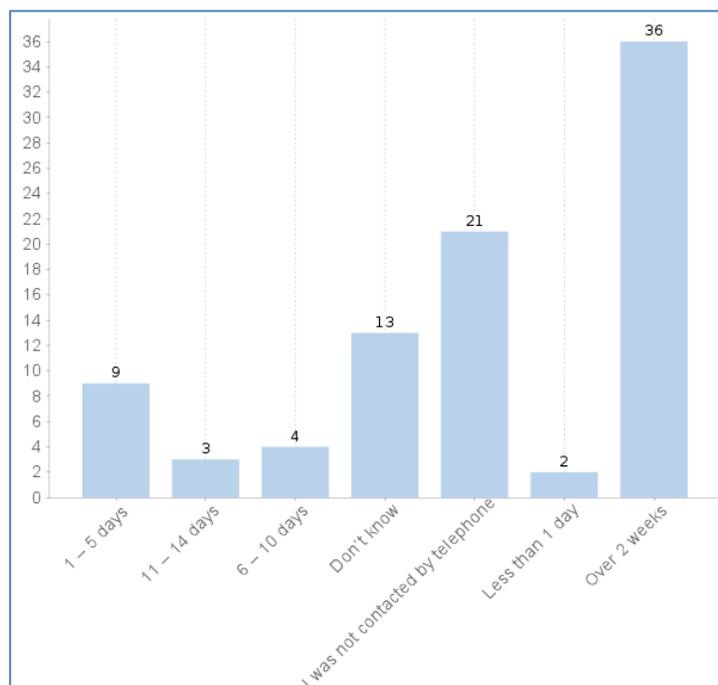
**Question 3:** Overall how would you/ the person you care for rate your experience of MSK services?



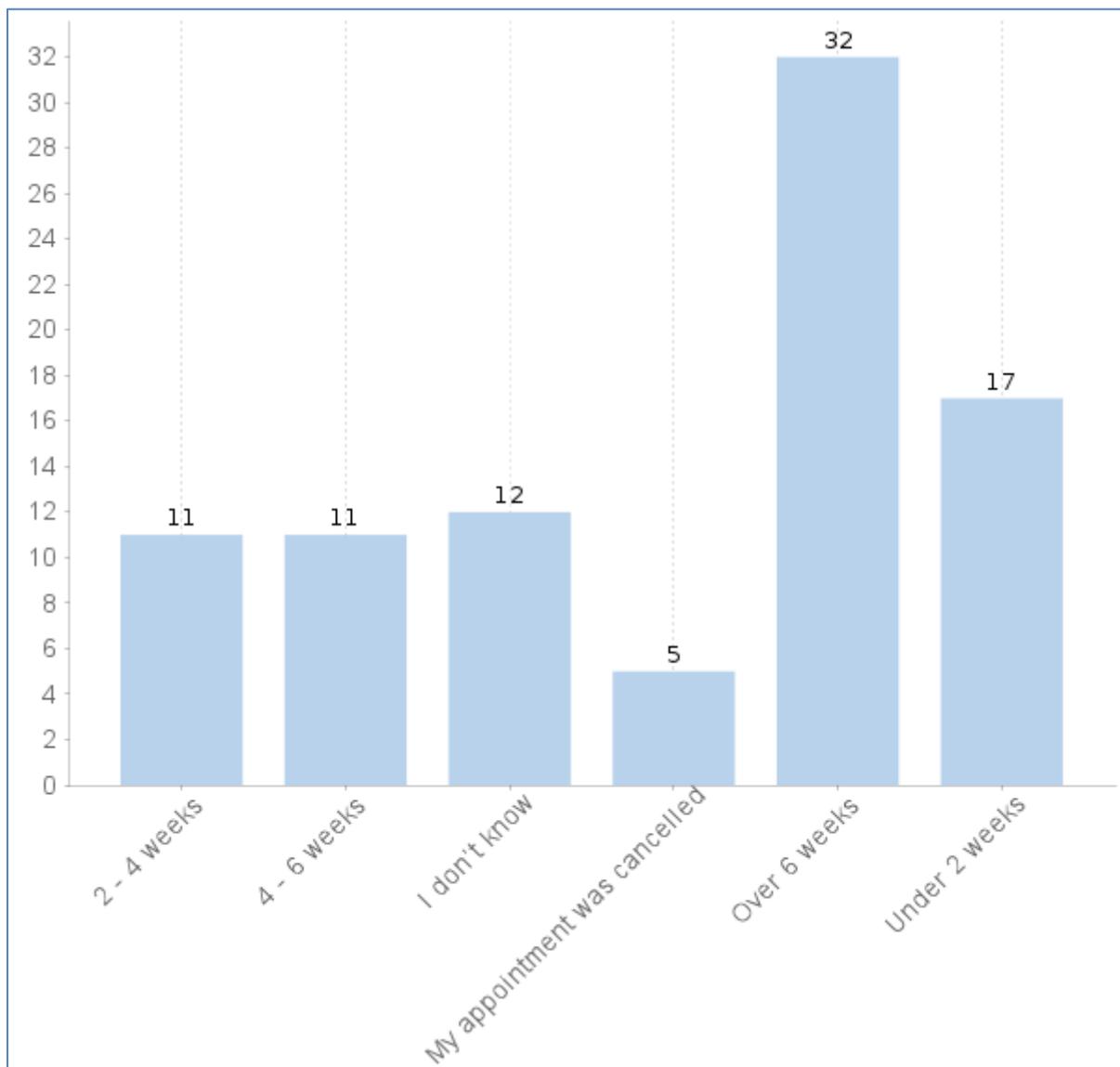
**Question 4:** Please tell us who referred you/the person you care for? (Please tick all that apply)



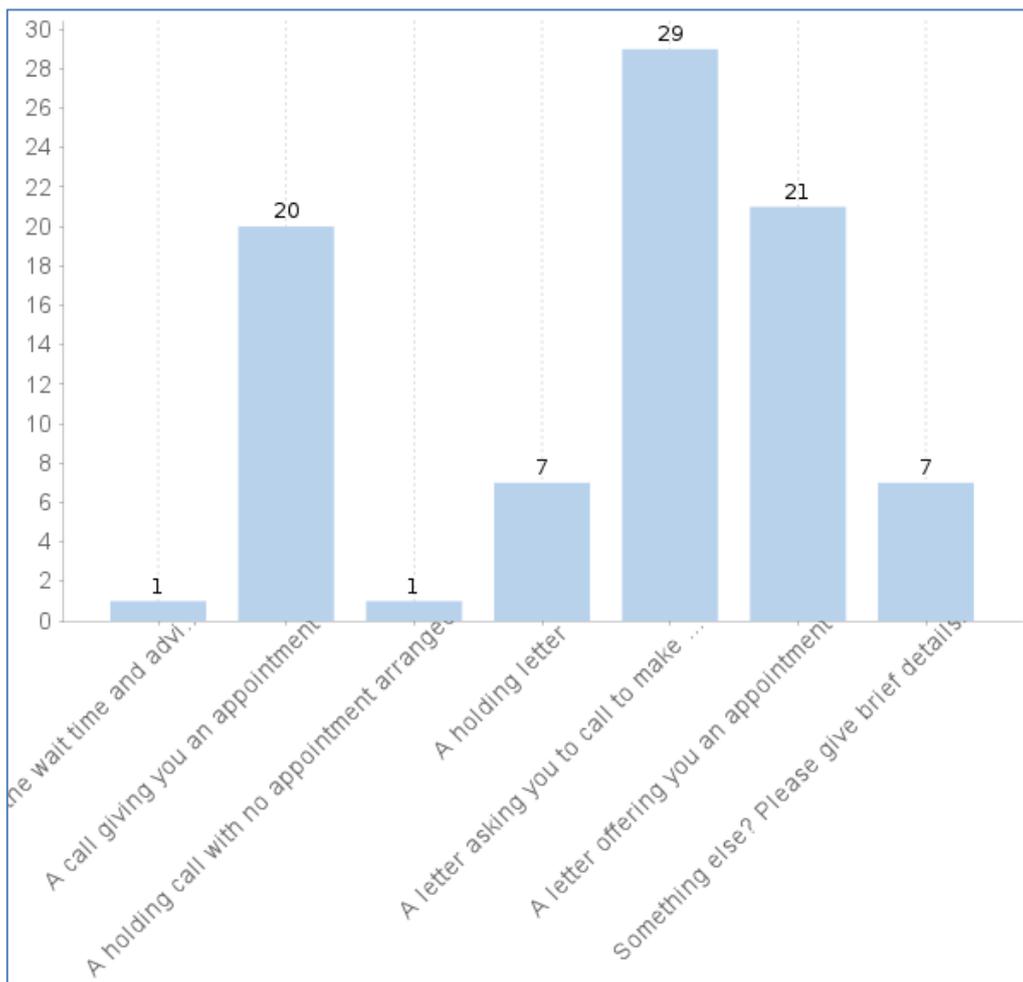
**Question 5:** Thinking about your most recent treatment, within the last year, how long did you/or the person you care for wait after being referred to the MSK service, before you were contacted by telephone? (please tick one)



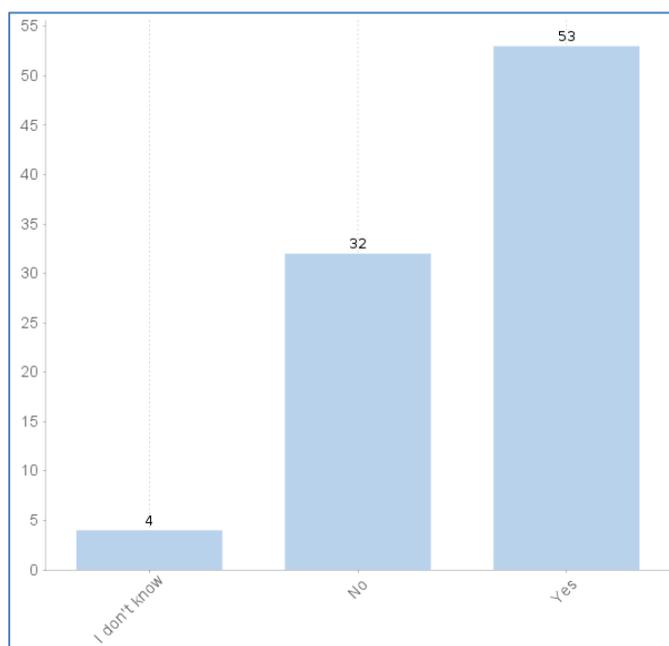
**Question 6:** Thinking about your most recent treatment, within the last year, how long did you/or the person you care for wait after being contacted by the MSK service for your first appointment to take place? (please tick one)



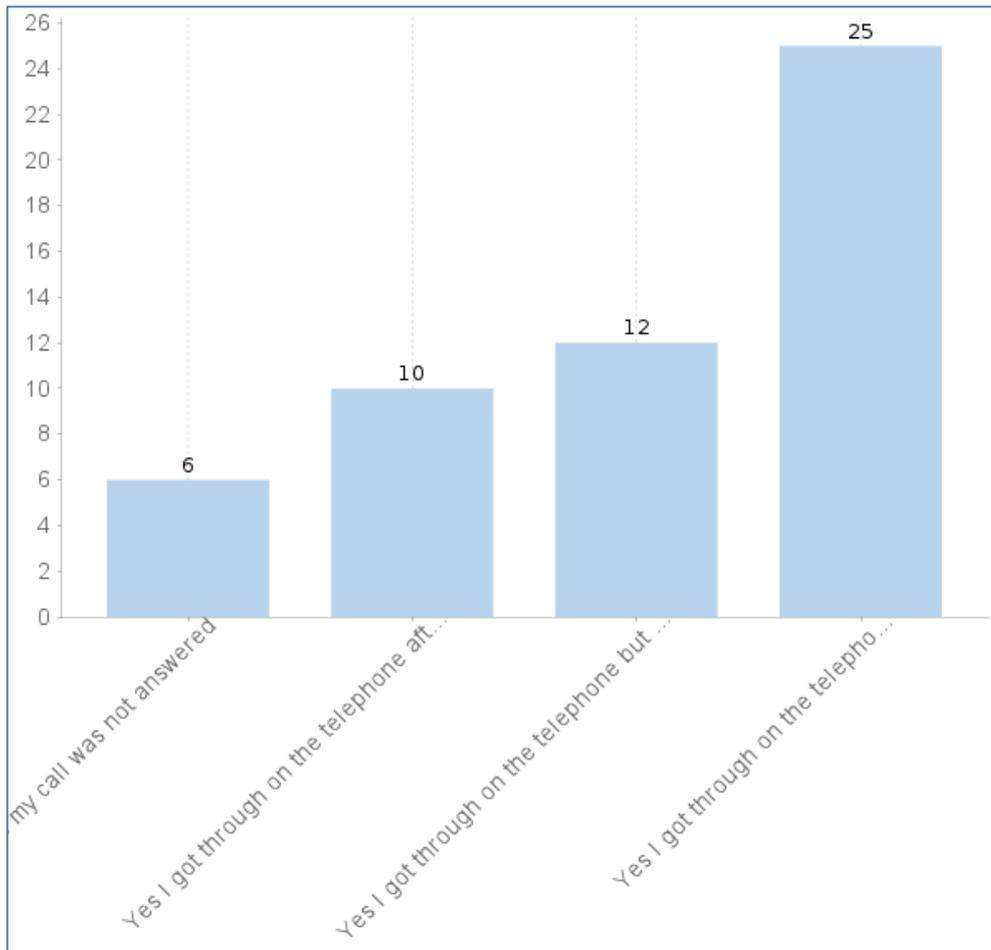
**Question 7:** Thinking about when you/or the person you care for were first contacted; how were you contacted, was it via? (please tick as many as relevant)



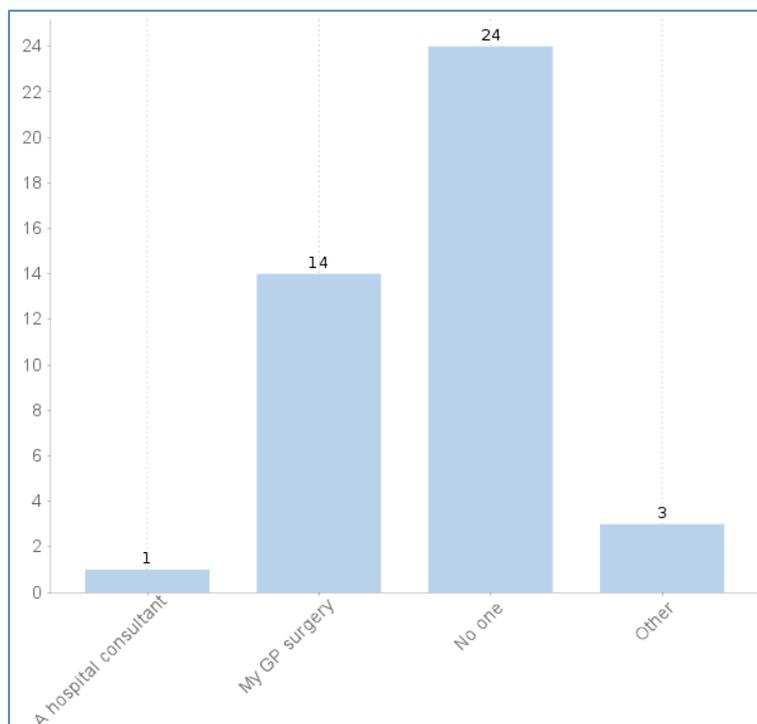
**Question 8:** At any time, did you or the person you care for, try to contact the MSK services directly? (Please tick one)



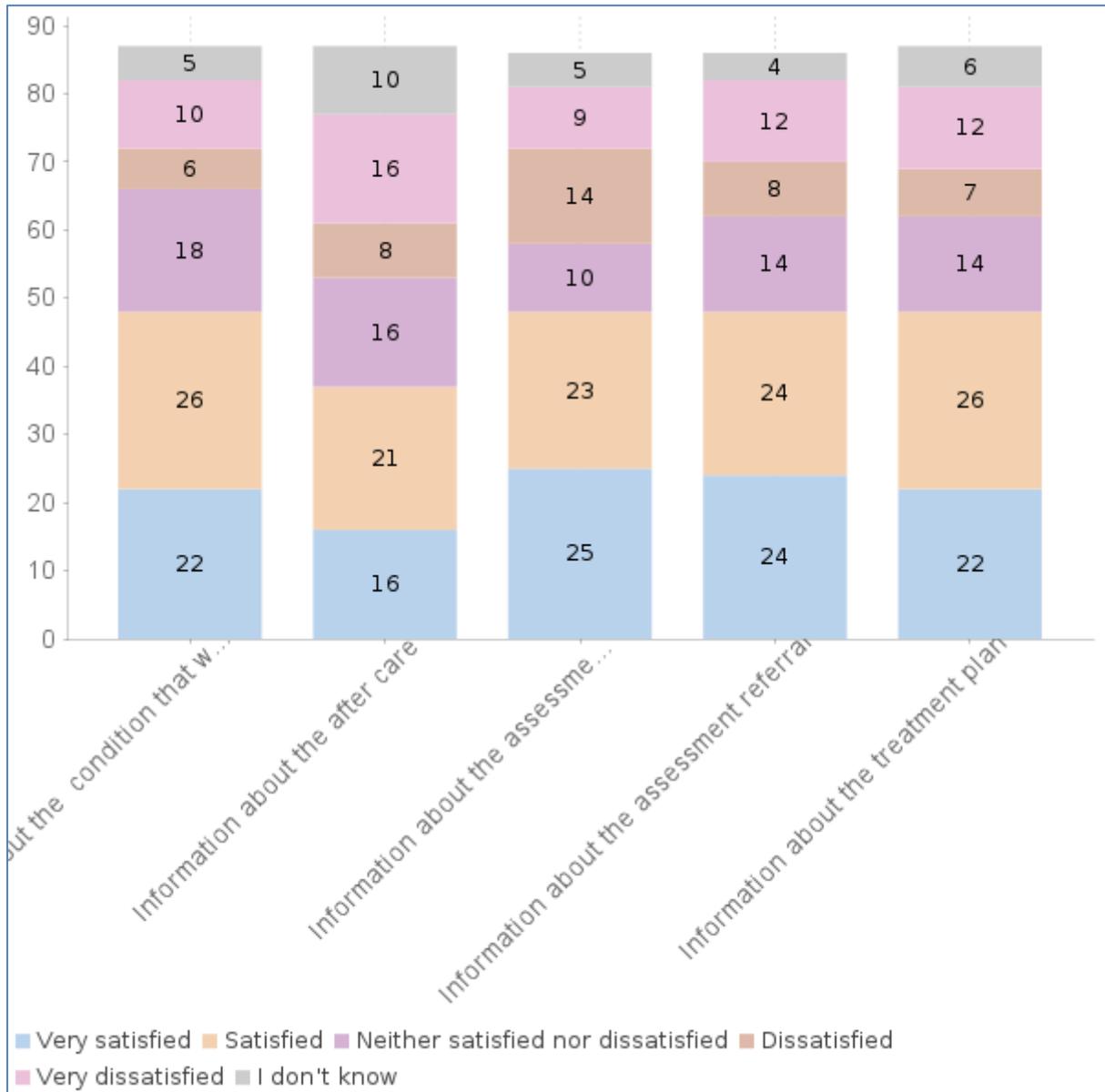
**Question 9:** If Yes, did you manage to speak to someone? (please tick one)



**Question 10:** If you answered 'No or I don't know', please could you tell if you tried to contact anyone else? (please tick one)



**Question 11:** Please could you tell us how satisfied you / or the person you care for were with the information provided to you about what would happen throughout your assessment, treatment and follow-up for your condition? (Please indicate your satisfaction for each statement by ticking one of the boxes.)



**Question 13:** Please could you tell us whether you/the person you care for agree or disagree with the following statements about the MSK service you received in the last year

