

# **Developing Musculoskeletal Services in Oxfordshire**

## **Survey Report**

## **Introduction**

In order to thoroughly consider the future options for MSK services in the county and to support OCCG's review project, a number of engagement activities have been undertaken, including a public survey.

This report sets out details about how the survey was run and the feedback and results received.

For details about other engagement activities run in support of OCCG's MSK Services Review Project, please see the separate Engagement Report.

## **Purpose of the public survey**

Due to the detailed feedback needed to inform the MSK Services Review Project, a Patient Advisory Group (PAG) was formed, recruited from a range of sources by OCCG (see MSK Review Project Engagement report for further details). Joint patient and clinician co-design events were held and an Experience Based Co-Design approach used.

However, the MSK Project Steering Group felt it was important to give the public, patients and stakeholders an opportunity to give their feedback on emerging points and issues identified by the PAG and Clinical Advisory Group (CAG).

## **Process and methodology**

A survey was drafted; members of the PAG and CAG gave their feedback on the questions and this was incorporated. The survey was launched on 2 December 2014 and ran until 9 January 2015.

Patients, the public and our partners were invited to participate in the survey to gather feedback on services run currently and standards and types of MSK services people in Oxfordshire would like to see provided in future. The results of the survey will provide further information for the MSK project steering group.

This survey builds on feedback OCCG has already received from patients via the Patient Services team and from Clinicians via a clinical feedback IT system run by OCCG. This information has been compiled and evaluated as part of the current state analysis of MSK services. It also builds on feedback received throughout the first phase of engagement from the PAG and CAG.

The survey was made available on OCCG's online consultation platform, Talking Health, which has a membership of more than 2,500 people. The survey was also emailed to 26 community groups, networks and stakeholders.

OCCG's Equality and Access Commissioners also took paper copies of the survey with them throughout the engagement period to encourage members of 26 community groups, particularly within hard to reach groups to complete the survey and share their views. An opportunity was given for people to return the survey as a paper copy via freepost.

An easy read version of the survey was compiled and distributed to our community networks and stakeholders to enable as broad a range of residents as possible to participate in the survey. 19 easy read versions of the survey were completed and added to Talking Health.

## Discussion Groups

Finally discussion questions based on the survey were devised to enable OCCG's Equality and Access Commissioners to run discussion sessions on the survey and gather feedback from a broad range of community groups who may not otherwise complete the survey, such as a Senior Citizens and Carers Group. 69 people participated in the survey in this discussion group format. Analysis of the feedback received from these groups is contained in Appendix 2 and the full feedback compiled by the Equality and Access Commissioners is contained in Appendix 3.

## The survey

In total 158 people participated in the MSK survey, 89 people responded via Talking Health, the online consultation platform or using an Easy Read paper version of the survey.

The online/paper surveys were promoted in the following ways:

- Through a range of local media (BBC Radio Oxford, Jack FM, Heart Radio, the Oxford Mail, the Oxford Times, the Bicester Advertiser and the Witney Gazette).
- Community websites including Age UK Oxfordshire's webpage and Facebook page
- OCCG staff and GP members, staff and foundation trust members at Oxford University Hospitals NHS Foundation Trust and Oxford Health NHS Foundation Trust were notified via email and through their staff intranets
- OCCG's six public locality forums and the representative patient participation groups
- Registered respondents on OCCG's online consultation platform, Talking health (2,500 members)
- Voluntary organisations such as Community Partnership Network in Banbury, HealthWatch Oxfordshire, Oxford 50+ Network, the Older People's Joint Management Group, Oxfordshire Community and Voluntary Action (OCVA), MIND and Restore circulated information to their service users/members and carers
- Partner organisations including all the district councils, Oxfordshire County Council (OCC) and Oxford City Council were asked to promote the survey to their staff and on their website. Oxfordshire County Council were asked to share the survey throughout their Public Involvement Network.

OCCG's Equality and Access Commissioners also promoted the survey to hard-to-reach community groups including:

- Asian Cultural Centre
- Central and Bangladeshi Mosques
- Leys – Clockhouse
- West Oxfordshire Headway Support Group
- Eynsham Day Centre
- MIND Witney
- Orchard Children Centre
- Carterton Children Centre
- Carterton ICE Centre
- Age UK South Asian Elder

- Burford Day Centre
- Podiatry department (Oxford Health NHS Foundation Trust, OHFT)
- Physiotherapy Department (OHFT)
- Donnington Older People's Group
- Bicester Health and Wellbeing Centre
- Methodist Church – Bicester
- Re-think and complex needs service
- 50+ Network
- BKLwuo
- Open Door
- Dementia Carers Group
- Abingdon Carers Group
- Didcot Women United Group (MIND)
- Asian Women Groups (Oxford & Banbury)
- Age UK, Oxfordshire
- MIND Wellbeing Centre, Abingdon
- Community Information Network South Team
- Carers Oxfordshire
- Grandpont Children's Centre
- Redbridge Hollow Gypsy and Travellers Women's Group
- RAF Benson Carers Group
- Henley Dementia Carers Support Group
- Henley Carers Support Group

### **Discussion groups**

Discussion groups were held with the following groups:

- West Oxfordshire Headway Support Group
- Eynsham Day Centre Elderly Group
- Witney MIND Support Group
- Carterton Ice Centre Support Group
- Donnington Senior Citizens and Carers Group (Age UK)
- Burford Day Centre

69 people took part in the discussion groups, 21 men and 34 women.

The age of discussion group participants ranged from 18 to 80 plus.

The ethnicity of discussion group participants was not captured.

### **Publicity**

The survey achieved a good level of response compared to other surveys run by OCCG. For example, the last survey run by OCCG was a survey on general practice. It attracted 506 responses online and in paper format and was run over eight weeks, compared to the MSK survey that was run over five

weeks. Also general practice as a subject is applicable to more patients, compared to MSK which affects a proportion of the Oxfordshire population.

### **Key Findings**

Common themes emerged from the results of both the online and paper survey responses and feedback from the discussion groups.

The key themes identified through the survey include:

- Delays in being seen
- Confusion around the appointment system and subsequent delays
- No clear contact route for patients with queries, with most contacting their GP for extra information
- Patients reported a need for more information particularly around the treatment and follow-up stages of their patient journey, with some requesting more information about prevention information
- Continuity of care is important, with patients reporting being able to see the same clinician is important to them
- Patients want to be involved in planning their care
- There were good levels of satisfaction with MSK treatment, once patients were seen
- Patients reported that treatment close to home was very important to them, as was the reputation of their chosen provider
- Patients felt it was important to have an electronic tracking system to monitor their progress through MSK services

These themes mirror feedback gathered during the PAG and joint PAG and CAG events.

### **Next steps for the survey**

The feedback identified in this report has been considered in developing the vision, strategy and action plan for sustaining and developing general practice in Oxfordshire.

This engagement report will be shared with those that participated in the engagement activity. The report will also be made available on OCCG's Talking Health website at:

<https://consult.oxfordshireccg.nhs.uk/>

To request a hard copy of this report, please email [cscsu.talkinghealth@nhs.net](mailto:cscsu.talkinghealth@nhs.net) or phone 01865 334640

**Author(s):** Annie Tysom, Senior Communications and Engagement Manager and Sara Price, Senior Communications and Engagement Manager, NHS South, Central and West Commissioning Support Unit, on behalf of OCCG.

**Date:** Finalised 13 April 2015

