

## **Appendix 2: Responses to the MSK survey from discussion groups**

The engagement for the Musculoskeletal Services in Oxfordshire project ran during December 2014 and January 2015. A public survey was undertaken. 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 or taken by hand to 36 community groups, networks and stakeholders.

Of the surveys distributed by hand to community or patient groups by OCCG's Equality and Access Co-ordinators, 158 copies were distributed in this manner.

An Easy Read version of the survey was also compiled to enable some community members to submit their views on Musculoskeletal services. A small number of surveys were completed in this format and responses uploaded to Talking Health.

OCCG's Equality and Access Co-ordinators also ran focus groups using a discussion group format of the survey with 69 people participating in these group discussions based on the survey.

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

21 men took part in the survey discussion groups and 34 women.

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

The ethnicity of discussion group participants was not captured.

### **Response to Question 3 – How many people in the group have used MSK services in the last two years?**

Of those participating in the discussion groups (69 people) 24 respondees had used MSK services in Oxfordshire in the last two years.

### **Response to Question 4 – Which of the following services have people used?**

Of those taking part in discussions, the patients reported having used the following services:

- Orthopaedics
- Rheumatology
- Podiatry
- Orthotics
- Physiotherapy

No-one listed 'Don't Know'.

## **Response to Question 5 – How easy have people found it to access MSK services in Oxfordshire?**

Of those participating in group discussions the following group feedback was captured;

- Thirteen people said they found access to MSK services very difficult, or fairly difficult.
- Twelve people reported finding access easy, fairly easy or very easy.

## **Response to Question 6 – Please gather information about people’s experience of MSK services in Oxfordshire:**

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

(Full details of feedback captured can be found in Appendix 3)

- Not too long to wait to be seen
- Good services in hospital
- In-patient staff helpful
- Saw same clinician who knew their medical history
- Patients reported being involved in their care and treated as a whole person
- Education on posture and exercises helpful
- Being treated like a person
- Physiotherapy worked well when had it

This feedback echoes themes identified throughout other engagement activities, such as;

- Good care from GP – referral
- Clinical care is good when you get it
- Continuity of care
- Patients want to be involved in planning/discussing their care
- Patients want support with health education and information on what they can do to prevent their health deteriorating
- Useful equipment

### **Response to section 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/couldn’t get through on the phone
- No continuity of care
- Waiting times for knee replacement/trauma clinic long and no tracking system
- After left hospital, left to own devices in the community to sort out help
- Lack of knowledge about my entitlement of help and support
- Long waiting time for referral from GP
- Long waiting time for physiotherapy referral
- Longer physiotherapy sessions
- Referral to exercise classes when patient well enough would have been helpful
- Transport difficulties meant missed appointments
- No clear pathway, patient did not know where they were between different departments

- Had to chase for follow-up care

This feedback again echoes themes identified throughout other engagement activities, such as;

- Long waiting times from GP referral
- Parking issues
- Lack of information/communication around appointments
- Lack of information/communication between clinicians in acute hospital/community
- Lack of communication/support for patients, including information to help them sort out benefits/entitlements
- Lack of communication/information/support for patients around follow-up care
- More patient information needed about health support/exercise classes/prevention

**Response to Question 7. What would make it easier for group members to access MSK services?**

- Listen to patient's
- To monitor and follow patient's progress
- Right advice and right treatment
- Referral to services providing support for patients e.g. exercise classes and other social needs
- Everyone work on the same (IT) system to avoid confusion
- More communication with GP
- Knowing where to go and who to contact
- Timely treatment
- Parking for disabled
- Better follow-up care

This feedback again echoes themes identified throughout other engagement activities, such as;

- Right treatment at the right time
- Communication
  - Contact for patients for any questions/updates on their care/treatment/condition
  - System to track patient's progress
  - IT solutions to enable better communication between clinicians and also their patients
- Prevention
  - Information for patients on support services/groups
  - Information for patients on health improvement activities including recommended exercises/classes
- Better follow-up care