

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
- Rheumatology
- Podiatry
- Orthotics
- Physiotherapy
- Don't know

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

Very difficult Fairly difficult 3 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 easy 1 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 1 Easy Fairly easy 1 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
- Rheumatology
- Podiatry
- Orthotics
- Physiotherapy
- 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

MSK Consultation – Equality and Access Team				
Name of Group	Type of Group and numbers	Person who visited	Date of visit	Comments
Asian Cultural Centre		Merlyn	05.12.14	5 questionnaires given
Central and Bangladeshi mosques		Merlyn	05.12.14	10 questionnaires each given to both mosques
Leys- Clockhouse		Merlyn	09.12.14	3 questionnaires given
West Oxfordshire Headway support group	Individuals/family members affected by brain injury/disability (8)	Jennifer Siu	1/12/14	Full data can be located in the questionnaires folder
Eynsham Day Centre	Elderly people and carer group (14)	Jennifer Siu	1/12/14	Full data can be located in the forum discussion folder
MIND Witney	People with mental health needs (7)	Jennifer Siu	2/12/14	Full data can be located in the forum discussion folder
Orchard Children Centre	Young mothers (5)	Jennifer Siu	2/1/14	5 Questionnaires distributed
Carterton Children Centre	Child minders (4)	Jennifer Siu	3/12/14	Full data can be located in the forum discussion folder
Carterton Ice Centre	People with mental health/learning/ disabilities (21)	Jennifer Siu	3/12/14	Full data can be located in the forum discussion folder
Age UK South Asian Elder	8 Female 55 + age range	Robina Zafar	8/12/14	
	9 Individuals	Robina Zafar		Handed out questionnaires to patient in Podiatry Clinic
Burford Day Centre	Elderly people 55+ (10)	Jennifer Siu	15/12/14	Also included 1 male visitor 18-25 age range
Podiatry department (Oxford)		Merlyn	05.12.14	10 questionnaires given
Physiotherapy dept		Merlyn	08.12.14	10 questionnaires given
Donnington older people's group	12 in group (5 MSK users)	Merlyn	09.12.14	Group discussion (5) Data collated and submitted
Bicester Health and Wellbeing Centre		Merlyn	08.12.14	10 questionnaires given
Methodist church – Bicester	Carer's group	Merlyn	08.12.14	10 questionnaires given
Re-think and complex Needs Service	Supports patients with complex needs	Merlyn	08.12.14	5 questionnaires given
50 plus group	Discussion forum for older people	Merlyn	03.12.14	12 questionnaires distributed
BKLwuo	African women's Group	Rosita	27.11.2014	12 members present, 7 members took consultation document
Open Door	Refugees and Asylum Seekers	Rosita	27.11.2014	1 consultation document given Language was a barrier
Dementia Carers Group	Carers of Husband/wife with dementia aged over 65 5 males and 6 women	Rosita	5.12.2014	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

Abingdon Carers group - 10/12/14	Carers support group	Labli	Questionnaires sent by email	10 Questionnaires and freepost envelopes were given as they preferred to complete them later.
Didcot Women United Group (MIND) - 3/11/14	Support group	Labli	Questionnaires sent by email	15 Questionnaires and freepost envelopes were given as they preferred to complete them later.
Asian Women Groups (Oxford & Banbury) - 27/11/14		Labli	Questionnaires sent by email	15 Questionnaires and freepost envelopes were given to the group coordinator as the groups break up for Christmas on 4 th Dec.
Age UK, Oxfordshire			Questionnaires sent by email	
MIND Wellbeing Centre Abingdon - 3/12/14		Labli	Questionnaires sent by email	10 Questionnaires and freepost envelopes were given to centre manager
Community Information Network South Team			Questionnaires sent by email	
Carers Oxfordshire Carers – 3/12/14		Labli	Questionnaires sent by email	10 Questionnaires and freepost envelopes were given
Grandpont children centre – 10/12/14		Labli		10 Questionnaires and given to centre coordinator
Redbridge Hollow Gypsy and Travellers Women's Group – 3/12/14	Gypsy and Travellers support Group	Labli		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
RAF Benson Carers Group	For Military carers		Questionnaires sent by email	
Henley Dementia Carers support group			Questionnaires sent by email	
Henley Carers support group			Questionnaires sent by email	
Abingdon women support group (MIND)			Questionnaires sent by email	
Wallingford support group (MIND)			Questionnaires sent by email	