

MSK: What you told us

LONG WAITING TIMES

- “They passed me between services and I didn’t know why.” Patient
- “I spent months and months waiting to be seen... In the end I thought ‘forget it, I’ll go private!’” Patient
- “I liked the service; my issue was that everything could have been done so much quicker. It’s hard enough getting in to see the doctor, let alone everything afterwards”. Patient
- “I was waiting for ages, I was worse by the time I saw them.” Patient

SELF MANAGEMENT AND EARLY ADVICE

- “I want to know what I can do to help myself now”. Patient
- “I see loads of patients that are much worse by the time they come to the service because they’ve waited for so long – they could have had something basic to do to prevent it from getting worse.” Staff
- “Once I got in they just gave me a few exercises and sent me home with some leaflets – ‘I could have just done that to start with!’” Patient

USING MODERN TECHNOLOGY

- “Communications and referral processes could be improved, booking systems and patient reminders could be improved”. Staff
- “We should be using modern technology. Why are we still using paper referrals when everything could be electronically? It’d be much easier.” Staff
- “I wasn’t given a choice of time and date to attend and it was a bit of a faff trying to re-arrange it.” Patient