

Musculoskeletal Visioning Event – 1st July 2015

In order to progress the Musculoskeletal Scheme referenced in the NHS West Lancashire CCG Strategic Plan 2015/2016, NHS West Lancashire CCG alongside Southport and Formby CCG and Southport and Ormskirk NHS Hospital Trust held a Musculoskeletal Visioning Event on 1st July 2015.

The CCGs have been looking at national benchmark data (Better Care, Better Value) to understand where spend varies from the norm and where we can achieve better value for money. This indicates that there is still over-hospitalisation of patients in West Lancashire, particularly in inpatient areas such as musculoskeletal services and procedures of limited clinical value.

Partners recently came together under the banner of a visioning event which was the first step towards this large scale project which will deliver improved integrated care.

What is expected to be achieved?

- Promote self-management with information and advice given at the point of access and reinforced throughout the treatment period, underpinned by shared decision making
- Utilise the STarT back screening tool
- GP referral and GP guided direct access by patients to musculoskeletal physiotherapy
- Patients will be seen in a shorter timeframe and will be able to start definitive treatment earlier as well as be seen in a setting closer to home
- Improved patient outcomes
- Improved surgical conversion rates
- Ensure that patients are treated by the most appropriate clinician for their condition
- Maximising skill set and staff resources
- Improve patient experience focused on person centered treatment and reduced waiting times
- To provide patient centered, holistic musculoskeletal physiotherapy in a range of convenient locations
- Provide a patient focused service with shared decision making embedded within all pathways
- Reduce the number of unnecessary and inappropriate referrals into Secondary Care
- Offering patients more choice and control over their care and the services they access, by promoting self-empowerment where patients are taking more responsibility for their care and optimisation of their health

- Providing responsive services with the ability to flex in times of high demand

Why do we need to change?

We know our population is ageing, pressures on hospital services are on the increase and patients would benefit from receiving care closer to their homes. To prepare for this, we need to look at how community services, secondary and primary care etc. can all work closely together and be integrated in a way that will improve the support our patients and carers receive. We know that we need to adapt but in order to do so, we must address the existing offer in order to understand how our local health services and surrounding infrastructure operates and then identify where improvements can be made. It is important we do this together and gather everyone's perspectives to get a true representation of our current state.

What was the approach on the day?

NHS West Lancashire CCG hosted a visioning event on 1st July 2015 at Briars Hall Hotel, Lathom. Over 55 attendees in the form of key individuals and organisations such as current and past service users, Southport & Ormskirk Hospital NHS Trust, NHS Southport & Formby CCG, Wrightington, Wigan and Leigh NHS Foundation Trust, Liverpool University, North West Coast Academic Health Science Network (NWC AHSN), Liverpool CCG, Ramsay Health, PDS and West Lancashire Musculoskeletal Rehabilitation Clinic.



This event acted as an initial discussion as this cannot be planned or implemented in isolation, and everyone's viewpoint must be considered.

Presentations were delivered from Nigel Jones – Lead Clinician MCAS, Aintree University Hospital

'Managing the increasing burden of Musculoskeletal Disease' and Professor John Goodacre – Professor of Musculoskeletal Science, NWC AHSN 'Musculoskeletal Services – Innovating with alternative approaches'.

In the morning attendees were split into four groups, looking at the current pathway each focusing on a different patient journey.

Group 1 - Patient has musculoskeletal pain, visits GP through to onward referral where necessary.

Group 2 - Patient is referred by GP to MCAS or to Orthopaedics to decision to treat and choice offer for secondary care.

Group 3 - Patient is referred by GP to OPD Physio (MSK Physio) through to discharge or transfer to other service.

Group 4 - The New Paradigm Group (Blue Sky Thinking) – developing initial ideas for a website and app.

In the afternoon the same four groups discussed new service pathways/processes:

Group 1 - Patient has musculoskeletal pain, visits GP through to onward referral where necessary.

Group 2 - GP referral for musculoskeletal pain to decision to treat and choice offer for secondary care.

Group 3 - GP referral for musculoskeletal pain to decision to treat and choice offer for secondary care.

Group 4 - The New Paradigm Group (Blue Sky Thinking) – developing initial ideas for a website and app:

The website/app aims to support people early in their experience of a musculoskeletal condition to:

- Screen serious conditions and sign-post them appropriately
- Offer benign but painful conditions online support which will support their self-management through exercise
- Provide a repository of local providers where individuals can seek support, such as groups, private providers etc.

Delegates had the opportunity to walk around the other groups in the afternoon and add comments etc.

Last but not least at the end of the day each group formulated an action for consideration by the CCGs.

How was the day evaluated?

Each attendee was asked to provide feedback; here are some of the themes:

- Great mix of specialities and expertise
- Good to meet GPs and other colleagues for their views and input into service development

- Good opportunity to discuss as a collective
- Useful exercise but a lot of information to discuss process and outcome in one day
- Very enjoyable, well focused, good balance of participants
- Great to feel the service we provide is valued and eager to see changes
- Good open and honest discussions

Next steps

Action plans have been typed up and circulated to all delegates for approval. Musculoskeletal Visioning Event Next Steps meeting members will consider which actions will be progressed on 6th August 2015;

- Emerging thoughts paper to NHS WLCCG Executive Team – 18th August 2015
- Business case and specification to NHS WL CCG Executive meeting by end September 2015.
- The feedback from the event will be shared with all attendees from the visioning event and discussed in more detail with the NHS WLCCG's GP membership meeting in September 2015.
- Application for health care innovation project funding
- The NWC AHSN's have agreed to work with the CCGs to identify jointly key objectives, a workplan and a timeline for each theme. The CCGs have also been invited to have a role in shaping and informing the AHSN's Musculoskeletal Health work stream.

You will be kept updated on developments of this project.

To contact NHS West Lancashire CCG to discuss this event or NHS Southport and Formby CCG, please contact:

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