

Bill MacKeith
Oxfordshire Keep Our NHS Public
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**Cllr Jane Hanna
c/o County Hall
New Road
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28 October 2022

Dear Mr MacKeith

**Re: 22 September 2022 Oxfordshire Health Overview and Scrutiny Committee:
MSK and Chair's Update Report**

Thank you for your letter dated 16 September 2022 which raised questions in respect of the Chair's report and the new Oxfordshire Musculoskeletal (MSK) Physiotherapy Service provider, Connect Health.

In respect of the Chair's update report, as its content largely consisted of updates as to the work of the Committee's sub-groups, it was felt that a verbal report would be appropriate on this occasion.

As you maybe aware from watching the recording of the Committee meeting, a group of Committee Members also met with representatives from Connect Health in September in order to better understand Connect Health's background and values; as well as their plans for continuous improvement, service user engagement and how they will meet their KPI targets as set by the commissioner of the service, the Integrated Care Board. It was noted by the group that Connect Health had acknowledged the previous difficulties that Healthshare patients faced, including poor communications, difficulties in receiving timely onward referrals and patients being unnecessarily held in the MSK service when they should have been referred on; and were keen to learn and improve in such areas. Methods to capture patient satisfaction were also discussed and it was stressed by the group that satisfaction levels of patients should be broken down and analysed by groupings such as by ethnicity and age.

In accordance with the HOSC's Work Programme, the Committee is due to scrutinise MSK Services in the County at its meeting on 9 February 2023 and expect representatives of both the provider and commissioner to be present and to answer questions. As part of this, the Committee will be keen to scrutinise patient satisfaction levels and will be keen to hear patient stories from sources such as Healthwatch.

I hope this letter provides clarification and also reassurance as to the HOSC's future plans for the thorough scrutiny of the MSK service.

Yours sincerely

Jane Hanna

Cllr Jane Hanna OBE Chair, Oxfordshire JHOSC, OCC