

## **Musculoskeletal briefing**

### **Background**

Oxfordshire Clinical Commissioning Group (OCCG) went out to tender for a Musculoskeletal (MSK) Assessment Treatment and Triage Service (MATT) in July 2016. At the time MSK services were provided under different contracts with various providers (Oxford University Hospitals NHS Foundation Trust - OUHFT and Oxford Health NHS Foundation Trust - OHFT). These contracts were commissioned at different times and were not designed to work together within an integrated model of care. Feedback from patients and GPs was that the waiting times for some patients were too long and we needed to find a new way of providing options for swift advice and earlier treatment. Several attempts had been made over previous years to improve provision of these services; but the focus of review and change had tended to be on discreet areas of service rather than the whole system.

OCCG's aim was to commission a service where people with musculoskeletal conditions could access high quality, effective and timely advice, assessment, diagnosis, triage and treatment at the right place first time. The preparation work started in 2014 – well before the procurement was launched.

### **Public engagement**

OCCG developed a commissioning strategy for an MSK service to meet patient needs, which was efficient and provided a quality service across Oxfordshire. It needed input and engagement from patients, the public and clinicians to develop this new model of care.

A programme of engagement was undertaken including the following activities:

- Formation of a patient advisory group
- Formation of clinical advisory group
- A joint patient, clinician and stakeholder group
- Co-design events to gather feedback on the type, range and standard of services people in Oxfordshire would like to see provided
- Experience Based Co-Design (EBCD) to inform the co-design workshops and a public survey

Below outlines a summary of the engagement which took place in 2014 and 2015:

- Stakeholders' event 25 November 2014 'process changes'
- Stakeholders' event 13 January 2015 'improving patient care'
- Stakeholders' event 3 February 2015 'developing the service model'
- Liaison with other CCGs, voluntary organisations and local authorities

Reports on the engagement programme and developing model of care went to:

- Oxfordshire Joint Health Overview & Scrutiny Committee (OJHOSC) – June 2014

- Local Medical Committee - July 2014
- OJHOSC Paper - October 2014

Reports on the engagement are publicly available. They include full details of all the engagement activity, including group memberships, analysis of feedback and data. They can be found on OCCG's patient involvement platform Talking Health <https://consult.oxfordshireccg.nhs.uk/consult.ti/MSKsurvey/consultationHome>

### **New provider**

Following the procurement process, which attracted bids from OHFT, Healthshare Ltd, Connect Physical Health, Central and North West London NHS Foundation Trust and Virgin Healthcare, the contract for MSK services was awarded to Healthshare Ltd. OUHFT did not bid to provide this service.

Patient representatives made up part of the evaluation panel to review the applications.

Healthshare Ltd is a clinical stakeholder organisation which works within the NHS and is solely funded through NHS contracts; it does not carry out any private physiotherapy work and its services are free to patients in the same way as other NHS services.

Most of the staff who have been providing the service through OUHFT and OHFT will continue to do so; they will transfer via TUPE arrangements to be employed by Healthshare Ltd, so current patients will have continuity of care with familiar faces.

### **Locations**

Physiotherapy appointments will be provided at various locations across Oxfordshire. Many of these are the same as before, others will be in new locations. The locations include:

- In Banbury, the service will be located on the Ramsey Treatment Centre on the Horton General Hospital site
- In Bicester the service will be located at Bicester Community Hospital
- In Oxford City the service will be located at East Oxford Health Centre
- In West Oxfordshire the service will be located in the Deer Park area and at Chipping Norton Medical Centre
- In South East Oxfordshire the service will be located in Townlands Hospital in Henley and at Wallingford Community Hospital
- In South West Oxfordshire the service will be located at White Horse Medical Practice in Farringdon and Woodlands Practice in Didcot.

In addition, Healthshare Ltd is negotiating with OHFT to use its Wantage Hospital facilities to offer services. Wantage Hospital previously hosted MSK services when they were provided by OHFT. The number of sites will be increased once the service is fully established.

## **What will the new service deliver?**

The MSK Assessment Triage and Treatment service (MATT) replaces the current hub so the treatment (same day diagnostics where possible, person centred care, primary care physiotherapy and podiatry, orthopaedic medicine and medicines advice / management) but will be provided from locations evenly spread across the county to ensure care can be delivered closer to home. This will include both conventional sites such as GP practices and leisure facility based sites, to provide easier access than the two sites that currently exist for some residents based in Banbury and Oxford.

The new model of care promotes shared decision making and has a strong emphasis on self-management with patient facing tools to help with this. Patients will also experience shorter waits once the previous providers' waiting lists have been cleared by Healthshare Ltd.

The commissioned services will offer: signposting, advice, triage, referral, assessment, treatment and advice back to the referrer and community based MSK physiotherapy, MSK podiatry and pain management.

The Service aims to

- Provide care by appropriately qualified clinicians in the right place, first time
- Give patient choice on treatment options and location of treatment
- Improve the quality and cost effectiveness of the service
- Ensure patients input to their treatment plan particularly where the problem is long term.
- Provide services that have a strong emphasis on patient education and self-management, thereby promoting active, healthy lifestyles and reducing recurrence of injury or illness.
- Provide feedback, advice and guidance via phone, email and face to face to patients and referring clinicians on how conditions can be managed within primary care where appropriate, or provide advice and guidance on requests to encourage and promote up-skilling in primary care.
- Ensure patients are managed within a **maximum** waiting time of 6 weeks. Where clinically required to do so, the provider will promptly refer the patient to secondary care services to avoid unnecessary delays.

## **Transfer of patients**

The transfer of the service is being carried out to ensure as little disruption as possible to patients' appointments. However, because the transfer involves moving on to a new booking system, patients who already have an appointment for after 15 September have been sent a letter advising them that their appointment may be cancelled and that Healthshare will book a new appointment for them as quickly as possible. Patients do not need to contact Healthshare Ltd themselves. There has been some public concern about these changes but Healthshare Ltd has tried to reassure patients whose appointments will change. .

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