

Newsletter



Camden MSK

Issue 7 – Winter 2019

Delivering integrated, multidisciplinary assessment & treatment for improved patient outcomes

Introduction:

Camden MSK are pleased to introduce the Winter Issue of the newsletter which will highlight how we have been transforming and improving musculoskeletal services in Camden since April 2019.

Reduced Waiting Times into Community Services:

With additional investment in staffing as well as better utilization of capacity and estates, the waiting times for the Clinical Assessment and Triage Service (CATS), Camden Pain Service (CPS) and Community Podiatry have reduced.

- Current waiting time for CATS 3 weeks and there are urgent appointment available within a week.
- Current waiting time for Camden Pain Service Initial Assessment with Advanced Practice Physiotherapist (APP) is 8 weeks and 14 weeks for the Pain consultant.
- CPS Physiotherapy waiting times are down to 4 weeks.
- Currently podiatry has a 4 week wait.

Please read on for community service updates and latest news and information

Useful Links:

GP Website:

<https://gps.camdenccg.nhs.uk/service/camden-msk>

Camden MSK Website:

www.camdenmsk.nhs.uk

SPOA Contact Details:

uclh.camdenmskhub@nhs.net

Tele: 02034477779

Clinical Assessment and Triage Service:

As well as CATS maintaining access times CATS below the 4 week KPI a recent triage project identified very strong consensus amongst decision making within the team, and with our clinical criteria, for referrals from GPs to the SPOA.

The service continues to build relationships with hospital based services at UCLH and Royal Free London, in order to fully integrate Camden MSK and eradicate silo working.

The CATS Advanced Practice Physiotherapists continue to support the Physiotherapy team via CATS clinic shadowing and complex patient discussion sessions, as well as offering remote support.

GP practice visits to provide service and clinical MSK updates continue and have been well received.

We are due to take delivery of an ultrasound sonography machine with a view to providing Point of Care Ultrasound and guided injections in the near future.

The CATS team welcome discussion on clinical cases and continue to reach out to our GP partners in complex cases.

If you would like to arrange a practice visit, primarily for updates on evidence based MSK care, please contact Cass Jones on cass.jones@nhs.net or the Administration Team on: uclh.camdenmskhub@nhs.net Tele: 02034477779

Connect Health Physiotherapy:

Since October 2018 Connect Health has been running rehabilitation gym sessions at Kentish Town Sports Centre in partnership with GLL to enhance the Physiotherapist pathway and support self-management. These sessions have been very popular with both patients and clinicians and have been extremely well utilised. We are excited to share that there will be an increase in gym capacity in December 2019 from 8 hours per week to 16 hours per week, significantly improving appointment availability and patient choice. The aims of these sessions are to improve confidence with exercise, support patients in achieving their goals and promote long term management of MSK conditions.

Connect Health have been carrying a few vacancies within the physiotherapy team over the summer and have faced some challenges with recruitment into these posts. This has unfortunately had a negative impact on waiting times into physiotherapy which currently range from 2-4 weeks for Physioline and 4-6 weeks for face to face appointments. This is expected to improve over the coming months as we look to recruit into these vacant posts. Four new graduate Physiotherapists started with us at the end of September and will be participating in Connect Health's Advanced Development Programme over the next 12 months.

Connect have recently appointed a new Head of Patient Engagement, who has linked in with Camden MSK to discuss ways in which the partnership can work collaboratively to deliver joint initiatives which will benefit our Camden residents.

InHealth Community Diagnostics:

The CQC inspection programme continues at InHealth. Their most recent inspections at Ealing and Romford were both GOOD. InHealth have also been recognised for outstanding practice in collaborative working and recruiting highly skilled staff.

You can see our ratings and report here: <https://www.inhealthgroup.com/cqc-ratings/>

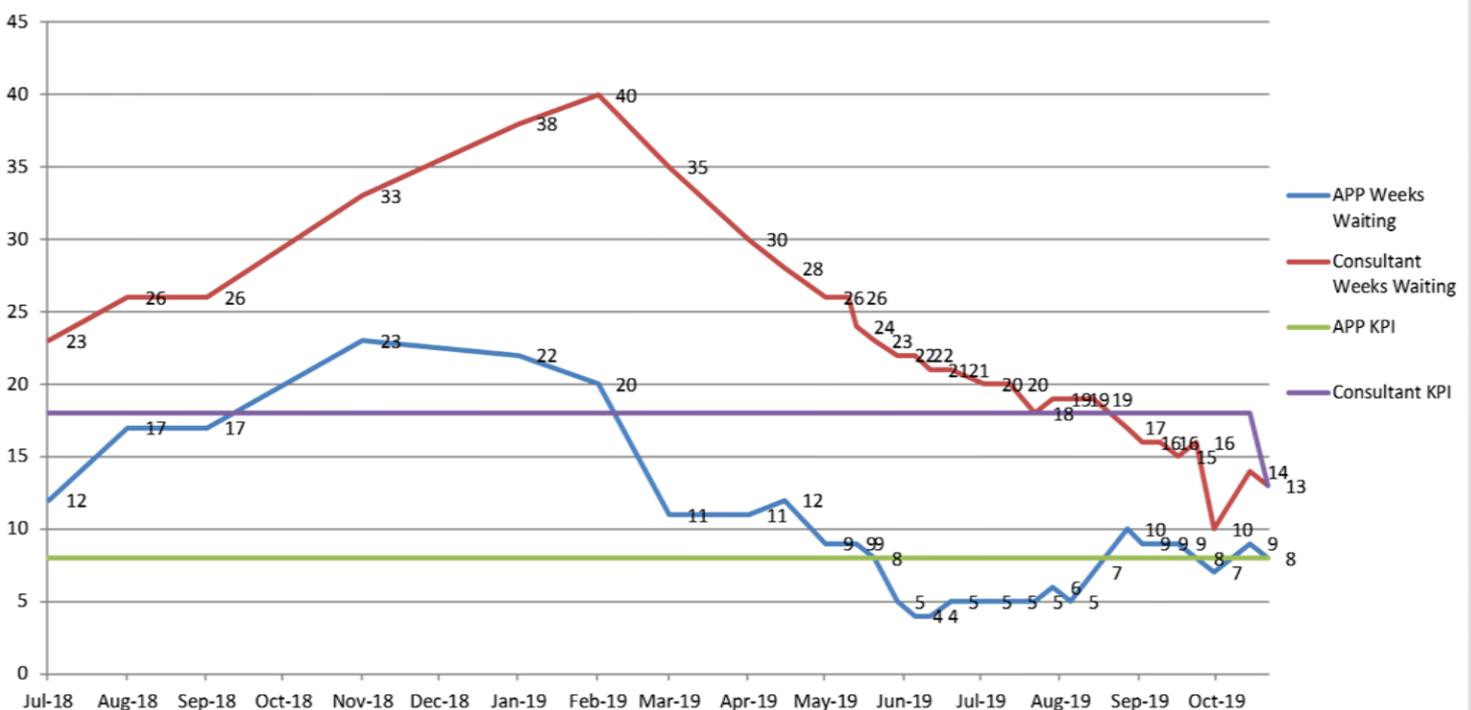
InHealth have received great response to their annual staff survey with a 70% response rate this year:

- 95% believe patient safety is a top priority (up 4% from last year)
- 89% think InHealth is focused on improving patient care (up 4% from last year)
- 81% say InHealth encourages innovative ideas (up 4% on last year)

InHealth have also reported an 8% rise in the number of staff who say that somebody regularly talks to them about progress and development.

Camden Pain Service:

The Camden Pain Service is really proud of their achievements this past two quarters. The waiting list for initial assessment appointment has reduced significantly.



The Camden Pain service has been faced with challenges recruiting adequately experienced psychological staff into the service. However they still continue to deliver the Pain Management Programme (PMP) and support the Pain Space patients support group. Recruitment continues for 2 pain specialist psychologists as well as a therapy assistant.

The physiotherapy team have introduced new pain management Bengali and Somali groups and the Pain Management Programme (PMP) has introduced a new topic of diet and nutrition. In addition to this, a new community centre location in Swiss Cottage is being trialled for the delivery of PMP groups.

In addition to this CPS staff attended the British Pain Society PMP SIG conference in September and presented 2 posters, as well as winning the prize in the poster competition. The CPS posters evaluated a new model for explaining pain to patients and the value of a long term support group for patients completing PMPs.

Camden MSK News:

Partial Booking:

From January 2019, Camden MSK commenced the partial booking of new appointments for CATS and Camden Pain Service appointments. All new patients are now invited to call the SPoA to book their first appointment. Partial booking is one of the best ways to improve attendance rates in a service. It also increases flexibility for patients, as they are able to choose their preferred location and appointment time.

In response to feedback around the communication to patients we have added this line in the letter which encourages those patients who for whatever reason were unable to book an appointment within the allocated time to contact the Camden MSK administration team to discuss their referral and be booked in if appropriate.

If for some reason you are not able to call within the 5 allocated days but you would like an appointment , please contact us on 0203 447 7779 to discuss your options.

Named Care Co-Ordinator:

Camden MSK would like to remind you that all patients are allocated a Named Care Coordinators (NCC). The NCC's role is to ensure that patients are fully engaged with every aspect of their clinical management and will act as a point of contact for both patients and GPs.

The Camden MSK administration team has full access to the electronic patient database systems across all partner organisations (not RFL!), as well as a database of contact details of MSK clinical specialist and operational managers across the MSK specialities. Therefore the NCCs, who work in close liaison with Camden MSK Advanced Physiotherapy Practitioners (APPs) and the wider Camden MSK Multidisciplinary Team, can provide support regarding any care or referral queries that might arise.

The NCC team are available Monday to Friday 09:00 – 17:00 on telephone 0203 447 7779 or Email: uclh.camdenmskhub@nhs.net

Direct referrals to radiology at UCLH:

A small number of radiology requests are being made directly to the radiology team at UCLH and are therefore bypassing Camden MSK's Single Point of Access (SPoA). The result is that patients are being booked into inappropriate slots with radiologists which are leading to a delay in clinical management.

Please could referrers ensure that all MSK patients are referred to the SPoA rather than via radiology request forms.

Please feel free to contact Camden MSK Team should you have the need for further clarification.

Data warehouse:

Camden MSK have employed Christopher Liddington to scope and build a data warehouse which should improve the reporting of Key Performance Indicators (KPIs) and allow us to better analyse our data going forward.

Camden MSK Primary Care Forum

One of our aims at Camden MSK is to focus on modern and interactive training and support for our colleagues in primary care and, as such, we are in the process of forming the Camden MSK Primary Care Forum. The aim of the forum is to provide MSK support and training in addition to promoting greater integration between community MSK services and the acute sectors. GP forum members will also be able to convey wider GP views, shaping the Camden MSK service further.

We are appealing for members to join this forum. Ideally, each GP practice in Camden will be represented and establish an MSK lead. We appreciate that time is considerably limited, and for this reason, we intend on meeting every quarter only. The format for meetings will be decided by forum members but we would hope to bring a mix of education, development and support to each meeting. Between meetings, we would like to encourage communication between the members of the forum electronically.

If you are interested in becoming a member of the forum or have any questions, please contact Jonathan Hearsey directly by email (jonathan.hearsey@nhs.net). We would like to arrange the forum's first meeting early in the new year.

Camden MSK Stakeholder and GP Surveys:

You may have received a survey link in your email inbox recently. As an identified Camden MSK stakeholder we would very much value your opinion in this short survey. If you have already completed it - thank you!

We would be most grateful if you would also forward this link to any colleagues who may also wish to respond.

The Camden MSK surveys take less than five minutes to complete and responses are completely anonymous.

As part of Camden MSK contractual requirements it is vital that we get more than 20% response rate to our surveys. This will allow us to have a significant understanding of your views which we plan to use to make positive changes to Camden MSK services going forward which will in turn benefit residents of Camden.

We would like to thank you all for the time taken to complete these surveys.

GP survey Link:

<https://uclh-nhs.surveyoptic.com/mskgpsurvey>

Stakeholder Survey Link:

<https://uclh-nhs.surveyoptic.com/mskstakeholder19>

EQ5D Patient Related Out Come Measure (PROMS) Survey:

Thank you to all Camden MSK Clinical staff who are collecting EQ5D from patients and encouraging them to respond to future survey's.

As part of Camden MSK contractual requirements it is vital that we get more than 20% response rate to the first EQ5D and of those who complete a first EQ5D survey need 30% response rate to a second survey that is issues 6 months after the first survey. A good collection of PROMS data will allow us to gain some understanding of patients quality of life before and after treatment in Camden MSK. We would like to use this information to inform future transformation to Camden MSK clinical services.

And finally.....

Unfortunately with all of our surveys, including patient experience and carer's survey; there are substantial financial penalties if Camden MSK does not meet collection targets. This could negatively impact on our ability to improve and transform Camden MSK clinical services in the future. We therefore really appreciate your efforts in both completing these surveys, passing them onto colleagues and continuing the narrative with patients, encouraging them to complete Camden MSK surveys, even after clinical care is complete.

Thank You!