

Longer, healthier lives for  
all the people in Croydon



# FACT SHEET- Musculoskeletal (MSK) services

## Conditions that affect the joints, bones and muscles

<p><b>What happens now?</b></p>	<p>There are two ways that people are treated for conditions that affect their joints, bones and muscles – also known as orthopaedics.</p> <ul style="list-style-type: none"> <li>• The Community Integrated MSK Service (CIMS) is provided by Croydon Health Services NHS Trust. It supports people who need treatment for their condition in primary care (first point of contact in the healthcare system), community care and in hospital.</li> <li>• If the condition is more severe and more treatment is needed – CIMS refer them to a specialist team in a hospital of the patient’s choice. Most of this is carried out at Croydon Hospital or Epsom Hospital – the home of the South West London Elective Orthopaedic Centre at Epsom Hospital.</li> </ul>
<p><b>Why is change needed?</b></p>	<p>A patient survey in July 2016 told us that, although the majority of patients were satisfied with the current community integrated service once they were seen by the service, the service was challenged in several areas:</p> <ul style="list-style-type: none"> <li>▪ Long waiting times</li> <li>▪ Little choice of appointment date and location</li> <li>▪ Difficult to contact</li> <li>▪ Not much written advice on how people can manage their condition</li> </ul> <p>Many patients referred for orthopaedic treatment in 2016/17 were discharged after their first outpatient appointment. The CCG just missed the 18 week referral to treatment standard in 2016/17 - orthopaedic waiting times were a significant contributing factor.</p>
<p><b>What does the future look like?</b></p>	<p>We want to deliver an integrated musculoskeletal service – tailored to the needs of each individual, their carer and family. We also want it to be easier for people to access care closer to home with more support to manage their own condition.</p> <p>To deliver this we plan to:</p> <ul style="list-style-type: none"> <li>▪ Refresh resources to support patients to self care</li> <li>▪ Make better use of digital tools - helping GPs to connect with hospital specialists about specific patients and cases</li> <li>▪ Group consultations and health coaching</li> <li>▪ More support and training for GPs to manage orthopaedic conditions</li> <li>▪ More physiotherapy resources integrated within primary care</li> </ul>

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<p><b>What does this means for patients?</b></p>	<ul style="list-style-type: none"> <li>▪ Easier access to care that is closer to home</li> <li>▪ Shorter waiting times if you need physiotherapy or hospital treatment</li> <li>▪ More support for you to understand and manage your own condition</li> </ul>
<p><b>What does this means for GPs?</b></p>	<ul style="list-style-type: none"> <li>▪ Better resources to help patients to manage their own condition</li> <li>▪ Easier and faster ways to speak to specialists to discuss specific patients and cases</li> <li>▪ Availability of group consultations and health coaching</li> <li>▪ GP based physiotherapy clinics in more locations</li> <li>▪ More physiotherapy resources to refer MSK patients to</li> <li>▪ Additional training and support to help manage patient care</li> </ul>
<p><b>What improvements do we expect to see?</b></p>	<ul style="list-style-type: none"> <li>▪ Fewer people need one-to-one physiotherapy because of better support to manage conditions</li> <li>▪ Faster access to physiotherapy when needed meaning fewer referrals and hospital appointments</li> <li>▪ Increased orthopaedic surgical conversion rate - due to reduced referral levels</li> <li>▪ Local specialists freed up to focus on patients with most complex conditions who may need surgery because of fewer referrals</li> </ul>
<p><b>When will it happen?</b></p>	<p><b>March – Sept 2018</b> Procurement process  <b>May 2018:</b> self-care resources, group consultations, health coaching and more training and guidance for GPs to be available.  <b>Oct 2018:</b> physiotherapy resources to be in place in primary care.</p>
<p><b>Meet the team</b></p>	<p><b>Clinical Lead</b> Dr Tom Chan</p> <p><b>Commissioning Lead</b> Sean Crilly</p>