**Specialist Musculoskeletal (MSK) and Persistent Pain**

**Self-Management Service**

Fareham and Gosport and South Eastern Hampshire Clinical Commissioning Groups (CCGs) are planning to improve the way services for people with musculoskeletal (MSK) problems (problems with muscles, bones and joints) and those for people with persistent pain are delivered in your area. We are very interested in your views on how this new service should look.

**WHAT IS CURRENTLY AVAILABLE?**

At the moment there are a range of services available for people with muscle, bone and joint problems but we are keen to improve the way these services work together.

At the moment people with MSK problems are seen by their GP and following their GP appointment, patients may be referred to physiotherapy. If, after a course of treatment, the physiotherapist feels their patient needs a referral to hospital, the patient would then have to be referred back to the GP for onward referral to a consultant in an acute hospital.

In addition a limited specialist physiotherapy service has been offered but this is due to end soon and we are at a point where we need to tender for a new service.

**WHAT IS BEING PROPOSED?**

We want to introduce a new service which brings all the current services together in a more co-ordinated way that better meets patients’ needs.

The first point of contact for all patients with musculoskeletal problems and/or persistent pain will be their GP.

If a patient’s MSK condition requires further intervention the GP will have the option to refer for physiotherapy locally for a course of treatment.

If clinically appropriate the patient may also be referred to specialist physiotherapists who will be able to provide a broader range of treatments than normal physiotherapists.

This will include:

• Diagnostics, such as MRI scans, with results from these being used to improve diagnosis and treatment;

• A single injection to enable patients to continue with treatment;

• Onward referral to consultants for further specialist opinion.

Persistent pain is pain that continues beyond the time frame for normal healing of an injury (0-3 months) and for which frequently there is no clearly identifiable cause.

Clinical evidence suggests that the most effective way of dealing with persistent pain is through a pain management programme. Pain management programmes help the patient in dealing with the symptoms of the pain, where there is unlikely to be a cure from a medical intervention.

For this type of pain the GP will work with the patient to help them manage their symptoms and, if appropriate, refer them directly into the persistent pain self-management service.

The service will offer pain management programmes, which mainly consist of group work with patients to improve the management of their condition and promote the philosophy of self-care. The programmes will be delivered by a range of different health professionals including, but not limited to, physiotherapists, extended scope practitioners, clinical psychologists and group facilitators

You can complete this survey by completing this paper version and sending it to the address on the last page, or if you have access to the internet you can complete an on-line version at

<https://www.surveymonkey.com/s/MSKJUNE2013>

**Some information about you**

To help us with the survey please can you answer some general questions about yourself.

|  |  |
| --- | --- |
| Where do you live (postcode or area e.g Fareham and Gosport) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Your age (please tick) | Under 21 | Between 21 and 45 | Between 46 and 65 | Over 65 |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Have you used, or are you using services for musculoskeletal problems?  |  |  |
| Have you, or are you using services for persistent pain?  |  |  |

|  |
| --- |
|  |

**The Survey – Help us to shape the service**

**1. Where will the service be located?**

The service will be delivered in centralised locations that are equipped to deal with the specialist nature of any treatments. In order to make sure that all patients have the best possible access to the service the CCG’s intend to have well placed sites around the local geography. We would welcome your feedback on the suggested sites below, as well as any thoughts on additional specialist healthcare centres.

|  |  |
| --- | --- |
| **Centre** | **Feedback** |
| Gosport War Memorial |  |
| Fareham Community Hospital |  |
| Oak Park Community Centre, Havant |  |
| Chase Community Hospital, Bordon |  |
| Petersfield Community Hospital |  |
| Additional South Eastern Hampshire area centre |  |
| Additional Fareham and Gosport area centre |  |

**2. What times will the service be available?**

The CCG would value your feedback on the times that appointments would be most appropriate for you.

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| --- | --- |
| **Suggested times** | **Feedback** |
| Five days a week during normal core office hours e.g. 0830 to 1700 hours |  |
| Provision for weekend slots |  |
| Provision for evenings slots  |  |

**3. How would follow-ups to treatments be undertaken?**

After an initial appointment a patient may receive a follow-up to ensure they are improving and progressing with whatever advice or treatment the clinician has suggested.

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| --- | --- |
| **What type of follow-up would you prefer?** | **Feedback** |
| Telephone follow-up  |  |
| Email follow-up |  |
| One to one appointment |  |
| Video link  |  |

**4. Will I be reminded about my appointment?**

In order to ensure the best possible use of those resources available, the service has to have a “Did not attend” policy. To help patients attend their appointments the CCG’s propose that a reminder system be in effect.

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| --- | --- |
| **What type of reminder system would work best for you?** | **Feedback** |
| Text reminder |  |
| Email reminder |  |
| Telephone reminder |  |
| A letter confirming the appointment |  |

**5. What will the pain service look like?**

The CCGs are looking for innovative ways for the new persistent pain self- management service to be delivered. One suggestion is to use the internet to allow patients to access support as they need it.

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| --- | --- |
| **What does the pain service look like?** | **Feedback** |
| An online course of self-management that allows patients to go at their own pace. |  |
| Online resources that allow group work to happen virtually. |  |
| Mobile phone applications to help patients with their symptoms |  |

**6. How is group work delivered?**

The British Pain Society recommends that pain management programmes are best delivered in a group setting as this allows patients support and learning from other members of the group who may be experiencing similar symptoms.

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| **How is group work delivered?** | **Feedback** |
| Would video conferencing work? |  |
| What type of facilities best enhances group work? (e.g. types of room)  |  |

 **7. What to do if I need to see a Consultant?**

For some patients there may be a clinical requirement to be referred on to a secondary care provider for a specialist opinion.

|  |  |
| --- | --- |
| **Acute Care** | **Feedback** |
| When being referred onwards would you like to have a choice of hospital? |  |

**8. How do I know what my options are?**

A specialist may decide that a patient needs an onward referral for a specialist opinion or surgical intervention. The CCG’s are committed to ensuring that patients are aware of all of their options.

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| --- | --- |
| **Question** | **Feedback** |
| When being referred onwards would you like to have a choice of hospital? |  |
| Would you require time to make your decision regarding future treatments, if so how long do you think you would need? |  |
| How much, and what kind of information would you require to make your decision? |  |

**9. Would you have concerns for the future service?**

Your CCG’s are committed to creating a fully integrated, patient driven and comprehensive service that provides the best and most appropriate care for those patients who have specialist musculoskeletal or persistent pain related problems. In order to achieve this, the CCG’s would like to know of any other concerns that you might have regarding the success of the service.

|  |  |
| --- | --- |
| **Question** | **Feedback** |
| What other concerns do you have regarding the success of the service? |  |

Thank you for taking the time to complete this survey.

The survey closes on **28 June 2013.**

**PLEASE RETURN YOUR COMPLETED SURVEY TO:**

Commissioning Team (Planned Care)

Fareham & Gosport and South Eastern Hampshire Clinical Commissioning Groups

Commissioning House

Building 003, Fort Southwick

James Callaghan Drive

Fareham, Hampshire

PO17 6AR

**For more information about the CCGs**

Websites:

http://www.farehamandgosportcommissioning.info/

http://www.southeasternhampshireccg.nhs.uk/

**If you have any queries, you can write to the address above or**

Email:

FGCCG.enquiries@nhs.net

Sehccg.enquiries@nhs.net

Phone:

Main switchboard:

02392 282063