



Connect Health

**South Tyneside Community Musculoskeletal Service:
Patient Feedback – January 2023**



Brief

Connect Health has been a leading provider of NHS community services since 1993, including musculoskeletal conditions, chronic pain, orthopaedics and rheumatology.

The South Tyneside Community Musculoskeletal Service brings together specialist musculoskeletal clinicians to assess, diagnose and manage conditions at six venues across the borough: Cleadon Park Primary Care Centre; Flagg Court Primary Care Centre; Harton Sports Centre; Haven Point Leisure Centre; Hebburn Central and The Glen Primary Care Centre.

The team includes specialist clinicians covering all musculoskeletal areas, who can provide a comprehensive assessment and a range of treatments and management plans in a community setting. They treat MSK conditions involving bones, joints and soft tissues.

More information about South Tyneside Community Musculoskeletal Service can be found [here](#).

Healthwatch South Tyneside was asked to conduct a patient survey to obtain feedback on the service and supply a report on its findings.

Methodology

Healthwatch South Tyneside staff and volunteers attended South Tyneside Community Musculoskeletal Service clinics at The Glen Primary Care Centre in Hebburn on Tuesday January 17 2023 from 12.30pm to 3.30pm and at Cleadon Park Primary Care Centre between 1pm and 4.30pm on Wednesday January 25 2023.

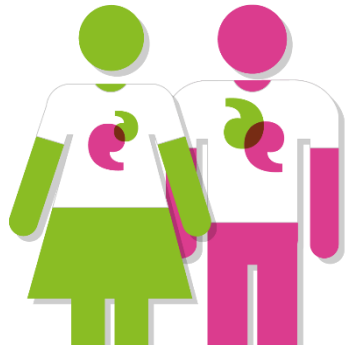
We met patients and asked if they would be willing to take part in a short survey in the form of a written questionnaire to provide direct feedback on their own experience of the care they have received.

Twelve patients agreed to take part – five at The Glen PCC and seven at Cleadon Park PCC and this report summarises their responses.



Respondent profile

Gender

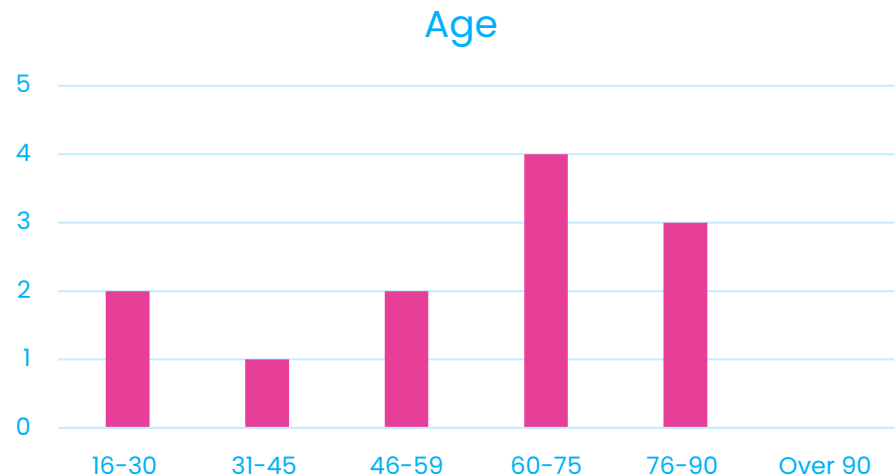


Female 91.7% (11)

Male 8.3% (1)

Age

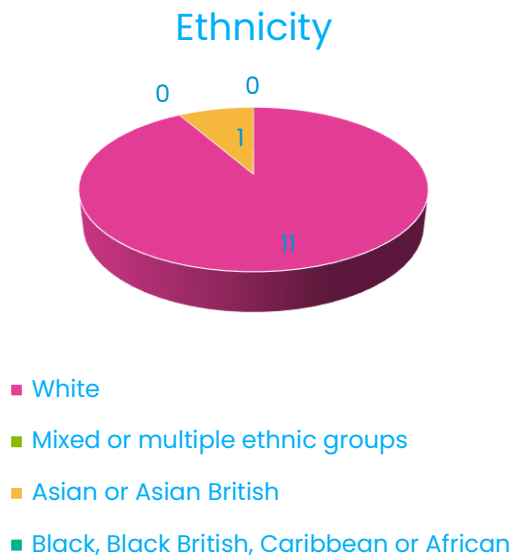
Three-quarters of the respondents were aged 46 or over, with 58.3% aged 60 or over.



Respondent profile

Ethnicity

All but one of the 12 respondents described themselves as 'White' – 91.7%, with one 'Asian or Asian British'.

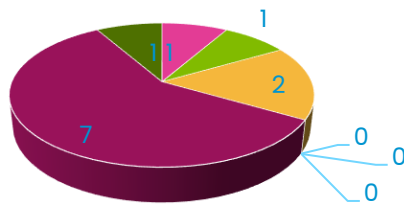


Respondent profile

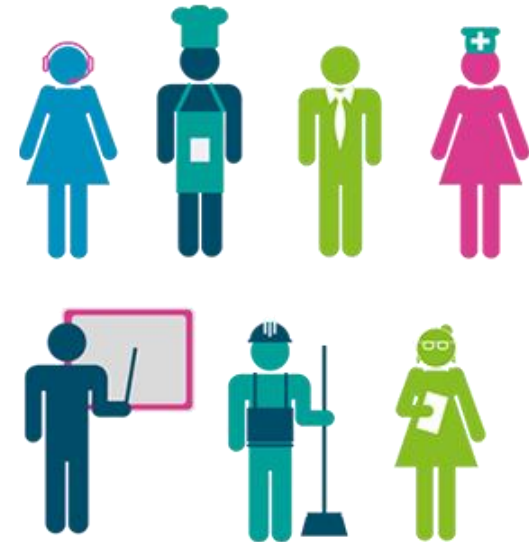
Employment status

More than half of the respondents were retired (seven/58.3%).

Employment status



- Full-time
- Unemployed
- Permanent sick or disabled
- Retired
- Part-time
- In education
- Looking after family home
- Doing something else



Responses

There was a very positive response to the first question, with all respondents agreeing their experience of the service had met their expectations. Responses included: 'Yes - exceeded expectations' and 'Yes, made to feel comfortable. Explained everything that was done.'

Has your experience of the service met your expectations?



Responses

With one exception – a patient who said they had waited a month for an appointment, answers to the question ‘How suitable were the range of appointment days and times for you?’ were very positive.

‘Very good for me.’

‘Very suitable.’

‘Brilliant.’

‘Very good, very quick.’

‘OK, fine.’

‘Yes, perfect.’

‘Had to wait a month for appointment – not great.’

‘Yes – excellent for me.’

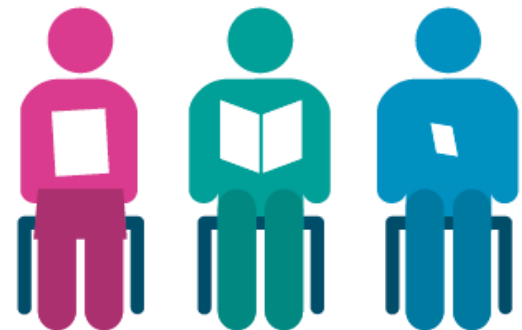
Yes, fine for me.’

‘Yes – second appointment.’

‘Convenient time and day.’

‘Most convenient location.’

WAITING ROOM



Responses

When asked 'How clear were the instructions for you to find this venue?' only one respondent indicated they had received any instructions. However, the vast majority said they knew the location already, so this was not an issue.

'Know it well – asked for this venue.'

'No instructions as requested this venue as I knew where it was.'

'Been here before; no problem.'

'Already knew.'

'Asked at reception how to find clinic. No map received on how to find venue.'

'Already knew, been before. No instructions.'

'No instructions received – knew where it was.'

'Been before – full clear instructions explained fully.'

'Already knew where it was.'

'Knew where venue was.'

'Already knew about venue.'

'Knew where venue was.'



Responses

There was a very positive response to the question 'How confident are you that you had enough time in your appointment today to address what is important to you?'

'Enough time – more than enough.'

'Yes – very confident.'

'Yes, did not expect to get that long.'

'Confident.'

'Yes plenty.'

'Yes definitely.'

'Yes, lot's of time.'

'Brilliant – felt I was listened to.'

'Yes, very confident.'

'Yes – happy.'

'Enough time.'

'Yes – very.'



Responses

Very positive responses again for the question 'How involved do you feel in developing the plan for your issue going forward?'

'Yes, very involved.'

'Yes it's great – very hopeful.'

'Waiting for feedback from specialists – they may be involved.'

'Know what the pain is – lots of exercises to do. Mind at ease now.'

'Sent to email – involved fully and have also been referred on to another service.'

'Involved – fine.'

'Yes I was involved.'

'Very involved.'

'Yes, good.'

'Kept up to date which is good.'

'Felt involved.'

'Referred to other department.'



Responses

Respondents gave useful feedback to the question about pre-appointment questionnaires, reminder texts and exercises to do via email. In summary, reminders by text and exercises sent by email were the most popular. But for some, more traditional methods like a telephone call were preferred. Comments included:

'Text reminder very useful for me.'

'Tel. call reminders which I asked for as I don't text. Exercises sent via email – find very helpful.'

'Not digitally minded. Text messages are ok but I won't follow links.'

'Yes but some questions were confusing and did not apply to me.'

'Text is useful. Don't want emails, forget to read emails.'

'Email for exercises – good. Text reminder for appointment which is good.'

'Prefer letter – no good with technology. Leaflet for exercises which I like.'



Responses

In response to an invitation to provide any final feedback – positive or negative – about their experience, all patients were complimentary. Comments included:

‘Brilliant – helpful – explained everything.’

‘Thought I had fracture – good news I don’t. Clinician found where pain was coming from and gave exercises to do. Put my mind at ease.’

‘Just brilliant – brilliant manner.’

‘Very happy with service.’

‘Quite happy with today.’

‘Very understanding, very professional.’

‘All positive – made to feel at ease.’

‘Brilliant, helpful – explained everything.’



Conclusions

The overall response to the patient survey was very positive.

What did patients like?

All respondents said the service had met their expectations. All but one were happy with the appointment day/time and all felt they had enough time in their appointment.

All patients felt they were involved in the development of their own treatment plan and, summarising their overall experience, every respondent was complimentary.

Potential areas for improvement.

While the vast majority were familiar with the venue for their appointment, only one recalled being sent instructions/directions. Could be worth reviewing this for future patients who may not know the location.

Given the age profile of some MSK patients, it may be worth checking what format they prefer to receive communications if this is not done already. Some respondents indicated they preferred letter or phone to text or email.

Questions

Full details of the questions we asked to generate this data

1. Can you explain if your experience of the service has met your expectations?
2. How suitable were the range of appointment days and times for you?
3. How clear were the instructions for you to find this venue?
4. How confident are you that you had enough time in your appointment today to address what is important to you?
5. How involved do you feel in developing the plan for your issue going forward?
6. Connect Health typically send you some questionnaires before your first appointment, appointment reminder texts and exercises to do via email. Do you find these communication methods useful?
7. Would you like to share anything else – positive or negative about your experience?

For more information

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