

## Nottingham North and East Clinical Commissioning Group

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| <b>Meeting Title</b>               | NHS Nottingham North and East CCG Governing Body  | <b>Date:</b><br>21 November 2017    |
| <b>Paper Title</b>                 | Patient Story- Connect Community Musculoskeletal Services                                       | <b>Agenda Item:</b><br>NNE/GB/17182 |
| <b>Lead Director Report Author</b> | Nichola Bramhall, Director of Nursing and Quality<br>Mariea Kennedy, Patient Experience Officer |                                     |

|                                |          |                          |                   |                                     |        |                          |                 |                          |
|--------------------------------|----------|--------------------------|-------------------|-------------------------------------|--------|--------------------------|-----------------|--------------------------|
| <b>Purpose</b> (tick one only) | Approval | <input type="checkbox"/> | Acknowledge/ Note | <input checked="" type="checkbox"/> | Review | <input type="checkbox"/> | For Information | <input type="checkbox"/> |
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| <b>Executive Summary</b> | <p>This story, rather than being told from the perspective of one individual, provides information on the implementation and performance in relation to patient, staff and GP experience of the commissioned Musculoskeletal (MSK) service, now provided by Connect Healthcare.</p> <p>The story demonstrates how CCGs working in partnership with providers are able to ensure quality outcomes are embedded within contracts to ensure patient experience is included in improvements to services, which in turn provides better patient outcomes and best use of valuable NHS resources.</p> <p>The story describes the on-going development of the MSK contract now provided by Connect Health which was re-procured in 2015 and went live on 1 April 2016, with a mandate to:</p> <ul style="list-style-type: none"> <li>• optimise the pathway further.</li> <li>• improve access and service user experience of musculoskeletal services (including physiotherapy assessment)</li> <li>• streamline into one single point of access and MSK triage</li> <li>• deliver routine and advanced MSK services in a community setting</li> <li>• reduce unnecessary costs in secondary care</li> </ul> <p>Following service implementation in April 2016, the story highlights the positive impact of a community based service and illustrates the patient outcomes and experiences that have been identified, along with the on-going actions that the team are continuing to implement.</p> <p>Good practice is identified along with lessons learned and the following recommendations are made:</p> <ul style="list-style-type: none"> <li>• The Governing Body is asked to note the content of the report and take assurance in relation to the quality improvement that has occurred as a result of a commissioning decision made by the Governing Body. Learning from the implementation of this revised model could be used to inform future commissioning intentions.</li> </ul> |
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| If paper is for approval, have the following impact assessments been completed? |     |                                     |                            |     |                                     |                           |     |                                     |
| Quality Impact Assessment   | Yes | <input type="checkbox"/>            | Equality Impact Assessment | Yes | <input type="checkbox"/>            | Privacy Impact Assessment | Yes | <input type="checkbox"/>            |
|   | No  | <input type="checkbox"/>            |                            | No  | <input type="checkbox"/>            |                           | No  | <input type="checkbox"/>            |
|   | N/A | <input checked="" type="checkbox"/> |                            | N/A | <input checked="" type="checkbox"/> |                           | N/A | <input checked="" type="checkbox"/> |

| <b>Implications:</b> <i>(please tick where relevant)</i> |  |                              |                                     |
|--|--|------------------------------|-------------------------------------|
| Integration  | <input type="checkbox"/>   | Patient Choice               | <input checked="" type="checkbox"/> |
| Reducing inequality                                      | <input type="checkbox"/>   | Patient & Public Involvement | <input checked="" type="checkbox"/> |
| Constitution   | <input type="checkbox"/>   | Quality of Services          | <input checked="" type="checkbox"/> |
| Governance   | <input checked="" type="checkbox"/>                                      | QIPP                         | <input type="checkbox"/>            |
| Innovation   | <input type="checkbox"/>   | Research                     | <input type="checkbox"/>            |
| Learning and Development                                 | <input type="checkbox"/>   | Sustainability               | <input checked="" type="checkbox"/> |
|  |  | <b>Finance checked by:</b>   | <b>N/A</b>                          |
| <b>Appendices</b>  | N/A  |                              |                                     |
| <b>Report History</b>                                    | Patient stories are presented regularly to the Governing Body.           |                              |                                     |
| <b>Recommendation</b>                                    | The Governing Body is asked to:<br><br>NOTE the contents of this report. |                              |                                     |