**MSK Service Specification**

Key performance indicators are highlighted, along with wider data collection metrics for ongoing service evaluation.

# Proposed Key Performance Indicators (KPIs)

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| --- | --- | --- |
| DOMAIN | DETAILS | Target |
| ACCESS  Improved Patient Experience | % of patients triaged and self-managed through digital offer alone  % First priority appointment offered within 2 weeks and seen (90%)  % First routine appointment offered within 28 days  Waiting time for diagnostics: % of all MSK diagnostics completed within 6 weeks of request  % of first appointment resulting in DNA | 20% (to be reviewed)  90%  90%  75%  <15% |
| TRIAGE PERFORMANCE | % of NWL referrals to secondary care (orthopaedics, neurosurgery, rheumatology and pain services) bypassing community SPA triage (system measure)  % of referrals triaged within agreed timeframes  % of patients referred to secondary care orthopaedics who receive an interventional / surgical procedure (‘surgical conversion rate’)  % of patients referred to rheumatology started on cDMARD, bDMARD treatment (proxy measure of referrals for inflammatory conditions), or secondary-care based osteoporosis treatment.  % of patients referred to secondary care pain services who receive an interventional pain procedure | <20%  >90%  >70%  >70%  >70% |
| CLINICAL OUTCOMES AND EXPERIENCE | % of all discharged patients with both pre- and post MSK-HQ score  & of patients with pre- and post-MSK-HQ scores achieving minimum clinical important difference (MCID) improvement  Patients with a stable or long-term MSK condition receive a care plan that was developed in conjunction with them.  % of patients completing PREM questionnaire  % Patients state that they agree with the statement: “I feel well informed and involved in my care.”  (or equivalent measure in PREM tool) | >70%  >50%  (measures should be separately reported for patients receiving only a digital offer)  >90%  >30%  > 75% |
| WORKFORCE | Number of physical therapists (including physiotherapists or relevant allied health professionals) per registered population  Number of advanced practitioners per registered population | To Be Agreed  To Be Agreed |

# Wider Data Collection

1. **Demand Measures:**

Number of MSK referrals per 100,000 population

Number of MSK consulters to primary care per 100,000 population

Triage outcomes:

% of total triaged referrals returned to referrer (Advice & Guidance) or rejected

% of total triaged referrals to Level 1 Physiotherapist-lead services

% of total triaged referrals to Tier 2 Orthopaedic / Spinal Services

% of total triaged referrals to Tier 2 Rheumatology Services

% of total triaged referrals to Tier 2 Pain Services

1. **Capacity Measures:**

Median/Mean Time to first appointment in Tier 1 and Tier 2 services or first diagnostic

Median/Mean time to follow up appointment in Tier 1 and Tier 2 services

Time to next available routine appointment in Level 1 and Level 2 services

Time to next priority appointment in Level 1 and Level 2 services

1. **Imaging Rates:**

X-rays requested / total new patient appointments (including average waiting time)

Ultrasounds performed within service (POCUS) / total new patient appointments (including average waiting times)

Ultrasounds (external) requested / total new patient appointments (including average waiting times)

MRIs requested / total new patient appointments (including average waiting times)

Neurophysiology requested / total new patient appointments (including average waiting times)

1. **Medicines Optimisation**

[NHS England ePACT Dashboard indicators](https://www.nhsbsa.nhs.uk/access-our-data-products/epact2/dashboards-and-specifications/opioid-prescribing-comparators-dashboard) for prescribing of opioids and gabapentinoids, for example:

* Patients receiving opioid pain medication by duration
* Patients receiving opioid pain medicines in combination with other medicines known to increase the risk of harm
* Number of patients receiving High Oral Morphine Equivalent volume for less than 3months, 3-6 months and 6+ months

1. **Patient Experience:**

Appropriate use of PREM questionnaire, such as the national [NHSE Developed PREM Questions](https://forms.office.com/Pages/ResponsePage.aspx?id=V2N9w4vIa0K2gN-BZqhu131I5H8TIg5PvDFb_xI7-eZUMko4NkxQRU5GMkY0NENSTjBGQUw3NjY0WS4u).

% of patients provided with or signposted to health coaching or social prescribing

Percentage of patients completing Patient satisfaction questionnaires following discharge (>25%)

% Patients state that they agree with the statement: “If I needed support e.g., counselling or social care support, I was provided with information on how to access this” (Target >75%)

>90% good or very good Friends and Family Test

Reduction in patients' self reported distress/emotional impact of chronic pain and an increase in patients' self -reported coping measure (Target >85%)

Increase in patients' self-reported levels of functional gain (Target >25%)

Percentage of patients highly or fairly satisfied with the care received. (>25%)

Shared Decision Making: CollaboRATE tool or SMDQ9 could be considered if domains not adequately addressed in other PROM/PREM questionnaires deployed.

Utilisation of digital decision aids to support shared decision-making

Patient self-management / activation

Complaint rates / total referrals received

Number of serious incidents / Total referrals received

Percentage of SIs managed within 60 working days (100%)

1. **Pathway Outcomes:**

% of all new patients discharged back to primary care

% of all new patients referred to secondary care orthopaedics / neurosurgery

% of all new patients referred to secondary care rheumatology

% of all new patients referred to secondary care pain services

1. **Other proposed system measures:**

* Proportion of patients in secondary care pain receiving NHS Evidence-Based Interventions; separated by borough.
* Healthcare utilisation: GP visits, A&E visits, Imaging rates per-capita in last 3 months.
* Reduced cost - evidenced by reduced primary care appts + meds prescribed and referrals to secondary care
* Improved clinician experience/well-being - evidenced by clinician experience questionnaires
* Better population health - evidenced by improved PROMS such as MSK-HQ, WPAI and physical activity measures
* Number of 52+ week waiters