

# Integrated Adult Musculoskeletal (MSK) and Pain Management service

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## The scope of the service will include:

- **Triage Hub** for MSK, MSK related Physiotherapy, Rheumatology, Trauma and Orthopaedic and Pain Management referrals. Where the patient cannot be safely managed in the community referrals should be directly onward referred and choice of provider offered to patient where applicable.
- **Telephone based Physiotherapy consultation** with the aim of improving outcomes through early assessment and treatment, delivered by MSK specialist physiotherapists.
- **MSK community physiotherapy** (face to face) with access to the provision in a number of locations across North Kirklees.
- **Clinical Assessment and Treatment Service (CATs)**
- **MSK & Orthopaedic Triage Assessment for primary joint replacement** - effectively replacing the need for direct access orthopaedic opinion within secondary care by undertaking the appropriate assessments and diagnostics to support the direct listing of patients with secondary care providers via Choice.
- Deliver all services within the agreed clinical thresholds resulting in less utilisation of secondary care or improving the conversion rates for surgery by appropriate assessment and threshold management.
- **Holistic and biopsychosocial pain assessment and treatment service** including MDT pain management programmes and patient education programmes to reduce pain perception and reduce the associated drug/medicines management spend. Particular emphasis should be made to assessing the benefits from earlier intervention for pain services.
- To provide **minor hand surgery** or source alternative arrangements for minor hand surgery and nerve conduction studies in line with local commissioning policies and national guidance.
- The provider will support the local approach to referral support services and work closely with The Referral and Information Support Hub team (TRISH.)
- The provider will work with secondary care providers to identify conditions and agreed pathways and thresholds that are appropriate for direct primary care to secondary care referral; via the hub, working up proposals for minor surgical intervention, secondary care opinion to support self-care or establishing protocols for group based treatment approaches and agreeing the mobilisation of Shared Decision Making tools
- Work with the CCG on future development of the service through a continuous improvement approach. Developing the service in line with latest national guidance including mandated elements of NHS England's MSK High Impact Interventions. Putting the patient at the heart of service transformation and using innovation to ensure the service meets the needs of the population.
- This list is not exhaustive and it is expected that the provider will manage all MSK related conditions within the remit of the service specification.

## High Level Objectives include:

- Provide clinical leadership, examination, assessment and treatment within a comprehensive clinical driven integrated Hub for MSK and Pain Management assessment and treatment, community physiotherapy and hand surgery provision
- Provide high quality, responsive and efficient musculoskeletal and Pain Management assessment, diagnosis and treatment

- Ensure patients are involved in decisions about their care and treatment options to meet their needs and are supported to manage their MSK condition and optimise their functional independence and care outcomes (maximising independence)
- Enhance the management of patients within primary and community care and actively manage the demand for referral into secondary care
- Use Innovation and Technology to drive quality improvement, patient experience and value for money
- Adopt a continuous improvement approach towards future development of the service

### Patient Focused Outcomes which apply to all commissioned services:

- I'm seen at the right time by the right person
- More of my care happens nearer to where I live
- Me and my carers know how to manage my health and wellbeing
- Everyone involved in my care knows my story
- My risk of being admitted to hospital is reduced

### The proposed model aims to deliver the following pathway:

