

MSK Community Appointment Day

NHS

York and Scarborough
Teaching Hospitals
NHS Foundation Trust



Innovative MSK Community Appointment Days assist 546 patients with the longest wait times

NHS ELECTIVE RECOVERY

546 patients treated across x3 CAD events delivered in York and Selby community settings.

‘**One-stop-Shop**’ for Physiotherapy and Community Services.

Patients empowered to discover ‘**What Matters To You?**’ This gave patients ownership of their problem and facilitated supported self-management.

HOW DID IT WORK?

All patients had a **Patient Passport**.

They had a **What Matters to you?** conversation with a Physiotherapist.

Patient had access to **Rehab, Advice and Guidance and 1:1 assessments**.

Advanced practitioners were available and all **onward referrals completed**.

Our **Community Partners** attended to offer access to a wide range of local schemes.

WHAT HAPPENED NEXT?

Following on from CAD, patients were encouraged to maintain responsibility for their condition and were offered several discharge options including. Appropriate safety netting was explained and documented by the patient on their passport. Only 7.8% of patients placed on **Patient Initiated Follow-Up (PIFU)** had returned to the service after 6 months.

COMMUNITY COLLABORATION

The MSK service work closely with community partners to increase patient and public engagement with services, and co-create care pathways.

TEAM COLLABORATION

High engagement and collaboration within MSK therapy and admin team for operational tasks.

Analysis showed high staff satisfaction rate.

IMPACT: OUR PATIENTS VIEW

89.7% said every effort was made listen to the things that matter most to them about their health

8.0/10 patients felt confident in their Physiotherapists ability to help.

4.8/5 patients felt their expectations were met.

4.9/5 patients felt they were treated with kindness and compassion.

SHARING OUR EXPERIENCE

The MSK team are currently collaborating with 8 NHS organisations, as they share best practice and offer mentorship to other teams and a host of community health partners.

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KINDNESS

OPENNESS

EXCELLENCE