

C.A.T.C.H

Cambridgeshire Association to Commission Health Ltd

Commissioning high quality, affordable healthcare for our patients



**Cambridgeshire and Peterborough
Clinical Commissioning Group**

Have your say on...

Musculoskeletal services in Cambridge

Consultation: 09:00am Monday 3 June 2013 to midnight Monday 15 July 2013

INTRODUCTION

The local health service commissioning groups for Cambridge City, Greater Cambridge and South Cambridgeshire – Cambridgeshire Association to Commission Health (CATCH) and CamHealth are looking for a new provider for musculoskeletal (physiotherapy) services.

These services are currently provided by two providers - Cambridgeshire Community Services and Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's). We want these services to be provided by just one provider. We will continue to ensure that a safe, good quality service is provided that achieves the best possible health outcomes for patients.

We want to hear people's views on all aspects of this service and encourage anyone with an interest, to take the time to read this document and have your say.

GLOSSARY

General practitioner with a specialist interest (GPwSI)	General practitioner who has undertaken advanced training in the specialist area they are interested in. They work in an expanded role within a primary care or community setting.
Extended Scope Practitioner (ESP)	Experienced clinical professional, in this case physiotherapist, who has developed their skills and knowledge in a defined area, and work beyond the usual scope of a physiotherapist.
Musculoskeletal Services	Aim to treat conditions or injuries that affect muscles, tendons, ligaments, bones, joints and associated tissues.
Physiotherapist	Therapist who treats injury or dysfunction with exercises and other physical approaches to promote, maintain and restore physical movement.
Podiatrist	Assess, diagnose and treat foot and ankle conditions.
Rheumatologist	A specialist in managing inflammatory disorders affecting the musculoskeletal system (ie rheumatoid arthritis).
Orthopaedic surgeon	Orthopaedic surgeons provide both elective care and trauma. In trauma, their work includes treating fractures following accidents in the home, on the road, at sport and those related to falls in the elderly, often associated with osteoporosis. Their elective work includes treating patients with arthritis of bones and joints and the soft tissues, and congenital, hereditary, developmental and metabolic disorders that affect the musculoskeletal system. Surgeons are able to replace worn out joints, repair torn ligaments, remove abnormal or damaged tissue and stiffen those joints that are too severely damaged.
Physio Direct	Physio Direct is a telephone self referral service which has been set up to provide advice and management for adults with back/neck/joint problems or following injuries. This service can be accessed directly by the patient without a referral from their GP. The patient will speak to a Senior Chartered

Physiotherapist. This service is provided by
Cambridgeshire Community Services.

About this consultation

The Cambridgeshire Association to Commission Health (CATCH) and Cam Health, which commission (buy) health services on behalf of the population of Cambridge City, Greater Cambridge and South Cambridgeshire – want to appoint a single provider of musculoskeletal services. At the moment, these services are provided by two organisations.

What do we mean by musculoskeletal services?

Musculoskeletal (MSK) services aim to treat conditions or injuries that affect muscles, tendons, ligaments, bones, joints and associated tissues. Often services are sub-specialised into hand and shoulder (upper limb), hip and knee (lower limb) and back conditions. People with musculoskeletal conditions need a wide range of support and treatment; from simple advice to more specialised medical and surgical treatments. To cater for this, services are delivered by a range of health professionals including physiotherapists, extended scope practitioner physiotherapists (ESPs), General Practitioners with a Specialist Interest (GPwSIs) and Orthopaedic or Rheumatology consultants.

What are CATCH and CAM Health?

CATCH and CAM Health are local health commissioning groups, which are part of the wider Cambridgeshire and Peterborough Clinical Commissioning Group. Together we are made up of 37 GP practices across Cambridge City, the surrounding villages and Royston. It is our responsibility to commission (buy) the local healthcare services for the populations of these areas. It is our responsibility to ensure that the residents of these areas receive the highest quality healthcare for the best value of money.

The current musculoskeletal service

The current MSK service is provided by two organisations. These are Cambridge University Hospital NHS Foundation Trust, which provide services at Addenbrooke's Hospital, and Cambridgeshire Community Services. Patients access these services in the following ways:

1. Access through their GP. After an appointment with their GP, the patient will either be referred by their GP to a service called Physio Direct (provided by Cambridgeshire Community Services) or to physiotherapy at hospital (provided by Addenbrooke's Hospital).
2. Access through Physio Direct. The patient will call Physio Direct themselves, and talk to a physiotherapist on the telephone. They may be referred for an appointment with a physiotherapist at hospital or at one of the locations listed below. However in most cases the patient will be given advice over the phone and exercises to do at home for a number of weeks.

If a patient has a physical appointment with the musculoskeletal service, this will take place at one of the following centres:

- Chesterton
- Sawston
- Cambourne
- Brookfields
- Fulbourn
- Addenbrooke's Hospital

Why do we need change?

The current musculoskeletal service was established in 2010 across Cambridgeshire. A review of the service was carried out in 2012 and found that it was not achieving its original aims. It was found that having multiple providers of the service has led to patients having differing experiences of the service in terms of accessing services and the outcomes of the service provided to them. Having two providers has also meant that there has been a significant amount of additional cost of the service to the commissioners (CATCH and Cam Health).

We want just one organisation to provide the service, as we believe there are several advantages in doing so. The main advantages for patients is that they will experience a more equitable service and not pass through numerous

providers, ensuring more continuous care. For CATCH and CamHealth as the commissioners of this service, the benefits will be that we will be able to better understand what happens to our patients and the issue that has been encountered of unplanned additional cost, will be eliminated by having a single provider.

What will the impact of this be?

We are not proposing to change the current musculo-skeletal service, we just want to streamline the way this service is provided, by having one organisation providing the service instead of two. We envisage that patients will continue to access musculoskeletal services through the same routes they access them now, and patients will continue to receive physiotherapy at the community locations listed above. We are not looking to reduce the service in any way and all current services will be maintained. By having a single provider of the service, the overall experience of the service by the patient will be improved with better continuity of care, a smoother journey through the service and faster access to treatment.

For CATCH and CamHealth as commissioners, by having a single provider we will have better control over the service and we will receive better value for money.

Although we are not proposing any changes to current services, a service specification will be written and advertised to potential providers. This is therefore your opportunity to influence the service specification by telling us if there is anything you think should be different about the current musculo-skeletal service. We can then incorporate suggestions into the specification we write for this service.

Why are CATCH and CamHealth seeking your views?

CATCH and CamHealth want to understand your views of the current service and what could make it better. This engagement exercise is an opportunity for you to let us know your views and influence the specification for the service to be provided.

Timeline and next steps?

We invite you to let us know your views on musculo-skeletal services and our proposals from 3rd June until midnight on 15th July. This is the time you have to comment on this document using the questionnaire at the end of the document, and give us any views you may have on musculo-skeletal services.

We will spend time carefully considering your views and the comments you've made. Your views gathered through this engagement exercise will help to inform the service specification for musculo-skeletal services. This specification will then be advertised and organisations who are interested in providing the service will express their interest to us. A rigorous process will be followed to assess potential providers, to ensure they can deliver the service we expect for our patients. Following assessment of bids to provide the service, an organisation will be selected. Patient representatives will be involved in this assessment process.

Once selected, a contract will then be awarded to the successful organisation to provide this service. We aim for the contract for the new service to become operational from April 2014.

You can give your views in a number of ways

1. Completing the online questionnaire which can be found at www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say and <http://www.catchcambs.nhs.uk/>
2. By calling the CATCH office on 01224 725343
3. Emailing c-pct.catch@nhs.net.
4. Completing a hard copy of the questionnaire at the end of this document and sending it FREEPOST to:

FAO: CATCH
RSCR-GSGK-XSHK
NHS Cambridgeshire
Lockton House
Clarendon Road
Cambridge
CB2 8FH

5. If you belong to a group or organisation, you can invite us along to one of your meetings, or if you have a particular experience you want to tell us about you can contact us via the email address or telephone number listed above.

Contacts

For further information, or if you have any questions about this document and then please contact:

Alice Hillyard

Cambridgeshire Association to Commission Health

Telephone 01223 725400

E-mail alice.hillyard@cambridgeshireandpeterboroughccg.nhs.uk

Please complete and return the Questionnaire

We appreciate you taking the time to tell us what you think. Please be assured that all the information collected is for use by CATCH and the Cambridgeshire and Peterborough Clinical Commissioning Group only and any views made public as part of a report will be made anonymous. Once completed, please return this questionnaire to our FREEPOST address:

FAO: Alice Hillyard
Freepost Plus RSCR-GSGK-XSHK
NHS Cambridgeshire and Peterborough CCG
Lockton House
Clarendon Road
Cambridge
CB2 8FH

1. Have you or a family member recently experienced the Physiotherapy service in Cambridge?

Yes No

2. If so, what was the experience like?

Excellent <input type="checkbox"/>	Good <input type="checkbox"/>
Acceptable <input type="checkbox"/>	Poor <input type="checkbox"/>

Further comments

3. If you have experienced the current physiotherapy service, do you think it could be improved in any way?

4. If you have not had any experience of the current physiotherapy service, what do you think you would want from a physiotherapy service? We would be interested in hearing your views on waiting times, access, location of services and anything else you may have views on.

5. Would you be happy with the service to continue to operate from the following locations:

- **Chesterton**
- **Sawston**
- **Cambourne**
- **Brookfields**
- **Fulbourn**
- **Addenbrooke's Hospital**

Yes <input style="width: 30px; height: 20px;" type="checkbox"/>	No <input style="width: 30px; height: 20px;" type="checkbox"/>	Don't know <input style="width: 30px; height: 20px;" type="checkbox"/>
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Further comments:

6. Please let us know any other thoughts you may have:

We will be undertaking a procurement process to select a provider for this service. If you would be interested in being involved in the procurement process, please provide your name and contact details below and we will get in touch with you. Please note there will be a limited number of places available to be involved in this process.

Issued by Cambridgeshire Association to Commission Health

Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road,
Cambridge, CB2 8FH

June 2013

For more information about NHS Cambridgeshire visit

www.cambridgeshireandpeterboroughccg.nhs.uk