

February 2018

In this issue...

- Whats new?
- Patient Education Session
- Current Stats
- Feedback
- Health and Wellbeing
- Patient Participation Group (PPG)
- Healthwatch



Award Winners

8 March 2018 Circle MSK won a Health Service Journal Partnership award for “Best Healthcare Provider to the NHS”. It recognises the reduction in unnecessary secondary care referrals and mentions the savings we have made in the last 3 and a half years. If you would like to read more about this please visit their website www.hsj.co.uk

Patient Education Session

At the end of last year we held a pain education session for patients. The aim of this was to deliver information to patients that may assist them in better understanding their pain and how to manage the pain more effectively. This consisted of self management tips, basic exercises and a Q&A session.

The session proved quite successful and based on the positive feedback we received have decided to hold another patient education session. The next session will be a focus on knee pain. Details for the session are below.

Date: Thursday 22 March 2018

Time: 2pm-4pm

Location: The Enhanced Services Centre,
3 Kimbolton Road, Bedford, MK40 2NT

Speakers: Chetan Gulati and Vickram Ratanji (ESPs)



If you wish to attend please either call 01234 639000 and ask for Ami Graur or email us at msk.bedfordshire@nhs.net for the attention of Ami Graur.

The tea and biscuits will be at the ready!

Our stats

Did not attend “DNA” rates

The below data is for the amount of unused slots covering a period of one week.

38 slots for an initial appointment with one of our extended scope practitioners were missed. These appointments would accommodate patients for assessment, diagnostic referral, injection therapy and or onward referrals e.g. physiotherapy or secondary care.

9 Physiotherapy initial slots were missed. These slots are mainly used for patients with back pain that would potentially be suitable for our NORDIC service. (Conservative back strengthening programme offered instead of surgical intervention in the first instance)

20 pain management slots were missed. These slots cover a wide range of benefits including medication reviews, TENS machine fittings, neurological assessment, and exercise advice.

Hub map for Bedfordshire





Your opinion matters

*“A positive experience.
Clearly explained and not patronised.”*

*“Fast friendly professional appointment -
made to feel listened to and put at ease.”*

Feedback is always a vital part of helping us improve as a service. The feedback we collect is reviewed to pick out trends and things we can do to either improve on or maintain. We call this movement ‘you said we did’ as we appreciate its our patients that provide the valuable experience and first hand knowledge in terms of the care we provide.

Wait times - We have recognised that our waits in the south of the patch are slightly higher than those in Bedford itself. We are currently trying to source a new hub to hold outpatients clinics to accommodate for patients in the Luton/Dunstable area. Hopefully we can go live with additional clinics in the next couple of months.

If you would like to leave feedback on your experience we would ask you to visit NHS choices. <https://www.nhs.uk/Services/clinics/Overview/DefaultView.aspx?id=111392>

Health and Wellbeing

There are a number of things you could adapt into your day to day life that may help or prevent any Musculoskeletal (MSK) conditions.

Adults should aim for at least 150 minutes of moderate intensity activity, in bouts of 10 minutes or more, each week.

One of the simplest, easiest and cheapest forms of exercise is walking, but whatever you do, make sure its enjoyable!





PPG (Patient Participation Group)

If you have an interest in helping us to improve our service we would like to invite you to join our virtual PPG. Our PPG is dedicated to a small group of patients that would be happy to discuss and provide productive feedback and communication on ways we can improve our service to the patients of Bedfordshire. If this sounds like something you would like to get involved in please contact us at PALs@circlesmk.co.uk to register your interest. We look forward to engaging with you.

healthwatch

As we mentioned in the previous newsletter we are currently doing a lot of work with Healthwatch to further improve our service. Healthwatch have two branches within Bedfordshire; Bedford Central and Bedford Borough. Over the last year Healthwatch have been working hard with the local community to ensure all views are heard - particularly those that may be under-represented. There is a questionnaire from Healthwatch that comes as part of this newsletter. If you have anything you would like to feedback on please take a look at this questionnaire.

Easter Holiday Opening Hours

Friday 30th March - Closed

Saturday 31st March - Normal hours

Sunday 1st April - Closed

Monday 2nd April - Closed

Tuesday 3rd April - Normal hours

