

Reference: FOI.ICB-2425/190

Subject: Community MSK

I can confirm that the ICB does hold some of the information requested; please see responses below.

QUESTION	RESPONSE
<p>I am reaching out to share an essential NHS England document titled <i>"An Improvement Framework to Reduce Community Musculoskeletal Waits While Delivering Best Outcomes and Experience."</i> https://www.england.nhs.uk/long-read/an-improvement-framework-to-reduce-community-musculoskeletal-waits-while-delivering-best-outcomes-and-experience/</p> <p>This framework outlines targeted strategies to enhance care delivery, reduce wait times, and improve patient outcomes in our community. My particular interest is action Point 3 addressing self management, as a lived experience campaigner.</p> <p>Can you tell me where the Integrated Care Board has incorporated the improvement framework within its strategy, as I couldn't see the information on the website.</p>	<p>BNSSG ICB is committed to improving waiting times and delivering the best outcomes and experiences for our population, across all our services. This is described in our Joint Forward Plan Joint Forward Plan - BNSSG Healthier Together and our ICS Strategy Our Strategy - BNSSG Healthier Together. Our Annual Operating Plan also demonstrates our ambitions for reducing waiting times, across all services.</p> <p>With specific regard to MSK, within BNSSG we have a number of system-wide forums and a robust governance structure that monitor and support our MSK pathways, including an Elective Recovery Operational Delivery Group, a T&O (Trauma and Orthopaedic) Clinical Network Board and a System-wide working group for physiotherapy. Our community provider of MSK services is fully engaged in these groups.</p> <p>With reference to Action Point 3 as noted in the request.</p> <ul style="list-style-type: none"> <i>Provide timely and clear information to support patients waiting for community MSK services once a referral from primary or secondary care is received, including access to supported self-management and peer support.</i>

In addition to resources offered to patients during their appointments, in BNSSG we have developed a dedicated webpage with robust and evidence based resources for MSK conditions - [My Joint Health Hub - msk \(bnssg.nhs.uk\)](https://bnssg.nhs.uk). My Joint Health Hub is available to everyone, but the information and resources are aimed at adults living in Bristol, North Somerset and South Gloucestershire. This website offers general information about conditions affecting muscles, bones and joints that has been put together and approved by local healthcare professionals and is designed to help our patients understand more about their condition(s) and what they can do to help themselves. There is also information about keeping healthy and accessing local services to support.

The pages include, although are not limited to, resources and information in relation to pain in areas of foot, ankle, knee, hip, pelvis, back, neck, shoulder, elbow, wrist, hand, persistent pain and offer resources in areas of healthy living, including stopping smoking, healthy weight, physical activity and Mental Health.

The webpages also include information on waiting times, for example for physiotherapy across BNSSG.

BNSSG offer free access to the GetUBetter App (also detailed on the My Joint Health Hub webpage) but shared to patients via various contacts within the patients MSK pathway. We have worked with the GetUBetter team to create an app tailored to BNSSG. Other apps and resources are offered by providers across our system.

In addition to the MSK specific resources on-line, we offer more general support via our webpages [Waiting for your hospital care - NHS BNSSG ICB](#) and included in the section 'Keeping well while you wait' there are links to many resources, including a health app library called [Orcha](#).

	<p>Within our system, our community provider Sirona Care and Health manage our MSK interface service and may be able to provide more detail regards additional self-management tools and resources they offer patients within their service – see also webpage Musculoskeletal (MSK) Interface Service – Sirona care & health NHS services (sirona-cic.org.uk).</p> <p>They can be contacted at Sirona.hello@nhs.net</p> <p>Post: Sirona care & health 2nd Floor, Kingswood Civic Centre High Street Kingswood Bristol BS15 9TR</p>
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The information provided in this response is accurate as of 17 September 2024 and has been approved for release by Dave Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.