



Northumberland  
Clinical Commissioning Group

# Joint Musculoskeletal and Pain Service (JMAPS) Update

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Group

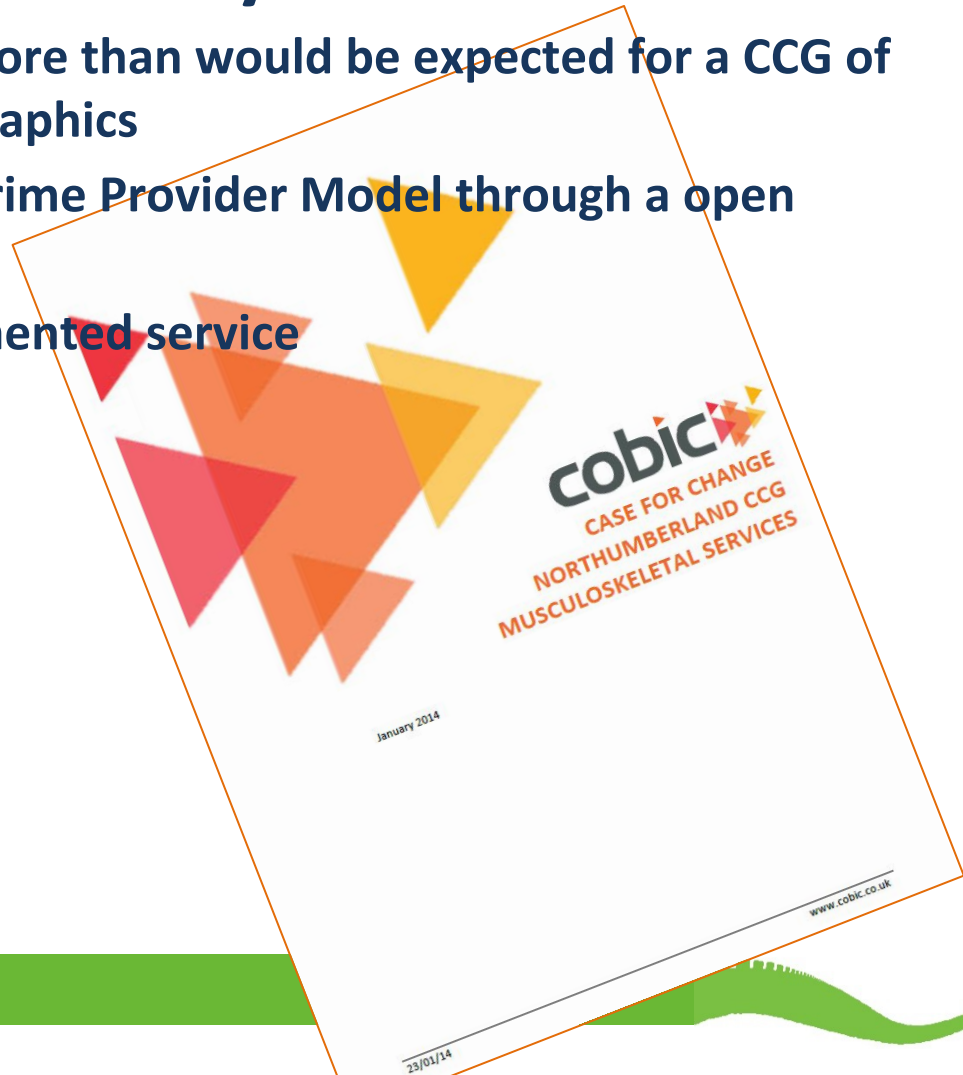
A green silhouette of a landscape at the bottom of the slide. It features a castle on the left, a wind turbine and a water wheel on the right, and a winding path or river in the center.

3 September 2019

# Background

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- **COBICS report January 2014**
  - CCG spends £7m more than would be expected for a CCG of its size and demographics
  - Recommended a **Prime Provider Model** through a open procurement
  - Recognised a **fragmented service**



# Inequity of access

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- **Physiotherapy available:**
  - Northumbria Healthcare NHS Foundation Trust
  - Connect Health 4 practices in Blyth
  - Physiotherapy Matters 2 practices in west
- **IMATS available:**
  - Village Surgery Blyth
  - North Northumberland
  - Connect Health in 3 practices in central locality
- **InHealth**
  - Direct to MRI for 25 practices



# National directive

- High Impact Intervention

## 3. MSK clinical review and triage – what action is needed



**CCGs have to ensure MSK triage services are put in place during 2017/18.** An initial mapping exercise will help to ascertain what services are already in place and the associated pathways. This will inform what CCGs need to do to ensure that MSK patients are seen by the right person first time.

CCGs must have **clear referral criteria for MSK services** including conditions covered and clinical indications for referral which are **communicated to all GPs.**

There should be a suite of **standardised referral forms** (requiring a minimum data-set), to ensure inclusion of all key clinical information and **enable rapid assessment.**

Referrals should be **assessed in a timely manner.** Good practice dictates that services should be able to **contact the patient within 48 hours to discuss the outcomes** and offer choice if a secondary care referral is required.

CCGs should ensure they have access to **relevant data to monitor and manage the impact of the service.**

Close collaboration between clinicians in **both primary and secondary care is required to ensure** robust clinical governance systems with strong leadership and clear accountability are developed.



**Elective Care High Impact Interventions: Musculoskeletal Triage**

**May 2017**

# **CCG commissioning principles**

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- **Equity of access to NHS funded services**
- **Emphasis on patient support and self-management**
- **Combine MSK, back problems and pain services**
- **Rapid access and treatment**
- **MSK and pain conditions Long Term Condition and therefore self referral**
- **Based on best practices and latest evidence**

# Transition (as of 5 August)

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- **All 5,039 transition patients**
  - 2,039 were already receiving treatment
  - 2,998 new patients prior to 1 July
- **All transition patients registered by 26 July**
- **3,728 new referrals since 1 July**
- **Total of 8,765 patients registered**
- **1,200 patients contacted but no response, will be discharged if no contact with JMAPS**
- **JMAPS scheduled to be available from all sites**



# Transition: Site update

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SITES
Wansbeck General Hospital
Berwick Infirmary
Alnwick Infirmary
Rothbury Community Hospital
Blyth Community Hospital
Hexham General Hospital
Morpeth NHS Centre

SITES	Clinics
Wooler Health Centre	19th Aug
Seahouses*	26th Sept
Amble Health Centre (& Broomhill)	2nd Sept
Ponteland (White Practice)	2nd Sept
Allendale HC	2nd Sept
Haltwhistle	4th Sept
Bellingham HC	22nd Aug
Prudhoe Health Centre (Oaklands)	2nd Sept
Brockwell Medical Group	3rd Sept

\* IT upgrade required for Seahouses



# JMAPS Update

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- JMAPS successfully managed a large number of new and transition patients within 4 weeks
- Reacted quickly to feedback on delivery sites
- Fortnightly transition meeting between CCG and Northumbria FT to monitor JMAPS
- Service adapting to needs and activity
  
- **Complaints/letters:**
  - 3 patients
  - 1 MP letters
  - 3 Parish/Town Councils
  - Healthwatch





# Key Issues

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- **Access to patient/clinical information**
  - Took until 26 July to register all 5,039 transition patients
  - JMAPS uses SystemOne which is also used by 32 of the 41 GP practices in Northumberland. 4 weeks to get data sharing agreements from all GP practices
- **Confusion over choice of venue including:**
  - Patients offered first available appointment
  - Reduced sessions due to annual leave affecting capacity
  - Not all 18 sites available in July

Update: Patients can choose to wait until the next available appointment at the location of their choice. From a JMAPS performance aspect this is noted that an earlier appointment was offered but declined therefore not breaching the contract



# Thank you

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