



# MSK - Case for Change

- In line with the rest of the country, our services are under huge pressure due to staff shortages and record levels of demand.
- Dealing with the pandemic has impacted the amount of planned care the NHS has been able to provide. Estimates suggest over 10 million patients did not come forward for treatment when they may have needed it during the pandemic.
- The population of Shropshire, Telford and Wrekin is ageing and more people are living with long term conditions.
- Musculoskeletal (MSK) conditions account for 30 per cent of GP consultations in England. Low back and neck pain are the greatest cause of years lost to disability in the UK, with chronic joint pain or osteoarthritis affecting more than 8.75 million people in the UK.
- We have looked at patterns across a person's journey in MSK services and found that some people need care and treatment from multiple services, for example orthopaedics and physiotherapy, which have different ways of referring people, recording information, and running their services. This has led to people's experiences being different depending on how and where they access services, with individuals and staff often feeling frustrated by the time it takes for information to be passed from one service to another, resulting in delays to care and treatment.
- Often a person is referred back to their GP to make a further referral rather than the services working together and communicating to ensure their needs are met. This is inefficient in terms of waiting time, capacity and cost for both the NHS and the individual.
- The current model of delivery is unsustainable for the future and we are unlikely to be able to afford future demand for services if they continue to be delivered in the current way.

