



How have we improved the experiences for patients?

Transcript

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Hello I am Karen, I am the clinical lead and nurse for the Persistent Pain pathway and beside me is...

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I'm Claire Elphick, a clinical psychologist and one of the psychology leads in the psychology team, working in the persistent pain service.

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The pain pathway has been designed to place greater emphasis on that first initial assessment to ensure that all patients seen by us, leave, where possible, with a comprehensive treatment care plan. So just to take you back, the persistent pain pathway was redesigned in 2016 using a systems thinking approach, including six day immersion sessions, which brought together representatives from all areas of service.

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This included patients with lived experiences, patient partners, commissioners and representatives from the community and voluntary sectors. Also our administrative staff, clinical psychologist, pain consultants, advanced practitioners and members of the MSK leadership team. At that time, we were trying to understand the patient, how patient relates to the healthcare systems and processes and really deep dive into that system and how all this influences each other. It gave us the opportunity to speak to patients, directly, review case notes and solicit the views of clinical non-clinical staff and start conversations about how do we move forward to strengthen our systems and to provide the best possible personalized care for our patients, focusing on what really matters to them.

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MSK has considered all aspects of patient needs with its redesigning of the service and has given equal weight to patients, physical and psychological health, and this supported the pain service in delivering care following a truly biopsychosocial model.

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We are committed to working in partnership with our patients to fully understand their condition and the impact it has on their lives. And we firmly believe that an individualized, multimodality approach would allow patients to work towards greater independence and self-management and reduce unnecessary investigations and interventions which may lead to poorer outcomes in the longer term. Throughout this year, which has been tricky for most with the COVID19 pandemic and all the uncertainty around that, the pathway has gone from strength to strength and has changed significantly in line with those initial plans from the immersion sessions back in 2016. We have continued to work as a cohesive and integrated team alongside our secondary care providers, including consultants and pharmacists. We have grown from just two full time advanced practitioners to nearly six. And in addition, this year the pain services further developed to include two clinical specialists, physiotherapy practitioners, an osteopath, a nurse and six clinical psychologists.

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Transition of moving as a psychologist from the acute trust to the community was long awaited. So it's been really exciting time to move into MSK. The transition has been made more complicated over the past year due to COVID, but this hasn't stopped the psychology team integrating into the organization and the persistent service as an organization, MSK has been incredibly welcoming to us. It's clear it's an organization that is driven to deliver excellent patient care while being responsible supportive of its staff.

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Joining a team that has been expanding and developing over the past year has been very exciting and to belong to a team which has six other psychologists is professionally very rewarding. Psychology moving out of the acute hospitals into the community setting and working alongside other members of the pain service has allowed us to deliver more joined up patient care with the opportunity to offer joint clinical appointments. For team members to be more accessible to each other has also allowed better MDT working, which has benefited patient care. But this has also allowed clinicians to support each other in delivering the patient care.

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So overall, as clinical lead, I feel really, really proud of our team and of all service and I'm looking forward to it further developing and going from strength to strength now that we have more people involved and a true multidisciplinary team working happening. It's been great working for an organization such as Sussex MSK Partnership, where you supported to make these changes and to follow projects right

through from the beginning all the way to the end. And I'm really grateful for that.
Thank you for spending the time listening to us and updating on the pain pathway.