

# Why Clinics and Clinicians Run Late

It can be frustrating when clinics run late and at Sussex MSK Partnership, we really understand this as some of us are also patients in the system. We appreciate how inconvenient it is to wait beyond your allocated time to be seen when you are trying to juggle work, family, home, and your personal life to attend your appointment with us.

There is no one single answer to why we sometimes run late. Lots of things can combine to make it happen and we're often not able to tell you why as we need to maintain the confidentiality of all our patients. We can sometimes tell you how many people are in front of you. Clinics running late affect our staff too as receptionists and nurses also have to stay late if a clinic is running late.

It is also difficult to predict if a clinic will continue to run late as people's needs are different and need differing amounts of time. Each appointment includes discussing what matters for the person and working together to offer support and guidance. We will spend the time that it takes with each person and you will get this same level of care at your appointment.

A few of the more common reasons for clinicians and clinics to fall behind include:

## **Complexity or people in distress**

People come to see us for lots of different reasons. This can range from a simple problem which can be comfortably dealt with in a short amount of time, to a much more complex issue such as someone who has been diagnosed with cancer or another serious illness, has experienced trauma, is significantly unwell, or feels so unable to cope that they are thinking of taking their own life.

These are unfortunately all common occurrences in our clinics and we do not restrict the time of those in need, but instead provide a personalised approach to help them to feel heard and supported.

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## Multiple problems

Some people come with a number of problems or remember another problem halfway through their appointment which can make it difficult for their clinician to keep to time.

Please ask at reception for another document which contains useful information for you on how to prepare for, and make the most of your appointment.

## Bringing in other healthcare professionals

When someone is very unwell, we may seek additional support from another healthcare professional which can take some time and may require emergency care.

Your patience and understanding is greatly appreciated in these situations.

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