



Stability and innovation key to MSK success

Background

Like many of our teams, Barnsley musculoskeletal service (MSK) was heavily impacted by the pandemic. Ongoing restrictions due to the Coronavirus mean that staff are still very limited as to how many patients are allowed in waiting areas. This impacts on vital face-to-face contact.

What we have done differently

The service continues doing appointments on the telephone or via video which started during the early days of the pandemic.

Staff have worked with infection prevention and control colleagues to safely increase capacity in face-to-face therapeutic sessions. These are now delivered in smaller groups, but need less staff, so more sessions can be held.

Outcomes

Despite rising demand and a period of adjustment to recent changes in the local healthcare system, staff are still managing to see a good number of patients.

Staff morale remains strong, and engagement is high. This has been helped by maintaining things like team meetings, education and training.

Future

To help deal with waiting lists, MSK patients will be given the choice of either having their initial appointment remotely or in person. This will speed up the flow through the service.