



How have we realised the benefits of personalised care?

Rooted at the heart of our service delivery is personalised care. It supports clinical practice and a culture of evidence based care.

We would also like to take a moment to thank our social prescribers and BWC colleague. Working alongside our service in the voluntary sector they have helped us expand our options for patients. Instead of just seeing the patient as a set of conditions, they have helped to grow a culture where clinician's seek to understand what is important to the patient and where patients are experts in their own body who can meet with clinician's on equal footing.

This work has earned the Sussex MSK Partnership an award for Shared Decision Making and continues to drive the values of how we work together.

What we have done over the last 5 years:

- Embed shared decision making
- Train staff in motivational interviewing and behavioural change
- Adapt our clinical records to support value based conversation
- Change our letters to be more personalise and patient orientated
- Change our appointments to prepare patients for a shared decision making conversation
- Implement reflective clinical practices and MDT workshops
- Begin training a team of clinical champions

There have been some fantastic successes from some of the things that we've done. We know from our staff that they feel more satisfied in the treatment that they provide, that they find that they enjoy the consultations more. Our patients or people that use the service are telling us that they feel more involved in decision making. And we've also seen a shift in the paradigm of care. So by really involving people in treatment decisions, talking to them about the risks, the harms and the consequences which are important to them has meant that more patients are deciding in the first instance to look at conservative management before opting for medical more medical interventions.

What's really important is we're linking in with the NHS long term plan, which has a huge devotion to personalised care. And there's this universal model of personalised

care which really focuses on how and what personalised care needs to look like within the NHS.

The final thing we want to do is to really support the staff. So we are really busy in our working lives and we rarely get the chance to stop and connect with each other. So looking at how we talk to each other and how our appraisal system works, supporting staff to have good coaching conversations so they're getting the best out of each other. So that's the final tick on our focus for the next year.