



MSK Community Appointment Day

by Sussex MSK Partnership

What Matters To You

An opportunity to understand what matters the most to you and explore what information and guidance can help you on your journey. You may be asked questions to start to consider what matters most to you about your problem, what your main aim of speaking to us is, and what you have tried so far to help.

Community Appointment Days (CAD)

We organised Community Appointment Days (CAD) with a unique objective: to break away from traditional healthcare boundaries and experiment with a new model; no squeezed appointment slots, no closed doors. Instead, we provided a comprehensive range of MSK services, including assessments, advice, health promotion, rehabilitation and community and voluntary sector support, all in a non-medicalised environment.

These services are conveniently located in local leisure centres, bringing together diverse resources tailored to the specific needs of the local population. Crucially, our approach is centred around engaging in a meaningful 'what matters to you?' conversation as people walked in.

How it works

When people enter the leisure centre, they are greeted by a check-in team.

Each appointment begins with a conversation to understand how the person's problem affects them and what matters to that person. They are able to talk with the most relevant people to support what really matters.

The hall is divided into large sections for each specialism. After the first clinical conversation, people are directed to the section(s) they need to see. Colour coded signage and stewards help guide people through the space.

People are given a booklet on the day to keep. This booklet gets filled in by the person and those they meet during their appointment. It also has other information about local health and wellbeing services available.

Each visit ends with a check-out, where the booklet is scanned to update the person's healthcare record.





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"Everything ran smoothly. Lots of people with lots of knowledge, would defo give you ★★★★★ "

"I liked the atmosphere and behaviour of staff. Everyone was lovely and anxious to help me. I liked both areas I was sent to, especially rehab because the lady there was extremely kind and went above and beyond with trying to help me."

"So good to be able to talk to someone who understands your problem everyone was so helpful. This today is a really good idea."

"All areas were brilliant couldn't fault any professional. Discreet and willing to listen."

"The interaction with people that 'listen' has made me feel so motivated. This has been a very pleasurable experience."

"Really good. I liked the having 'everything in one place' setup. Very holistic. Allowed me to raise things I may not otherwise have mentioned."

"One stop shop approach is good. Seeing an initial professional and then move onto another without the need for making further appointments."

"A very good way to get to see the right people. I liked the idea of being moved through the different sections in turn, as your needs required."

"Thanks for making this day possible. I didn't know what to expect but I needed answers and the informal setting was relaxing to allow proper dialogue on things that the patient is concerned about. Five stars."

"All very quick & effective. Helpful to have all professionals in one place. Didn't feel like a tick box."

"Found the new service really useful. What would have taken a few months was made possible in 1.5 hours."

"No time constraints. Everyone was attentive and fully engaged, wishing to do their best to find a solution."

"Fantastic set up - I was seen very quickly, given good advice & received an excellent outcome."

"Everyone listened then offered help from other areas/people. They were really caring and did not dismiss my symptoms."

"All areas were brilliant couldn't fault any professional. Discreet and willing to listen."

"I found each area really helpful, every member of staff I saw sympathetic, understanding and amazing. I felt listened to and not judged."