

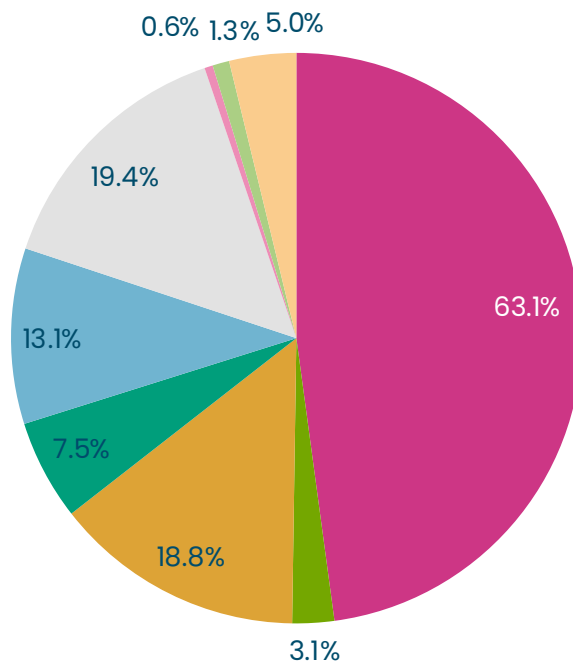
## Poll Results: Experiences of accessing Musculoskeletal (MSK) services in Sussex.

In May 2026, Healthwatch in Sussex wanted to better understand understand the experiences of local people accessing MSK services and what works well and what could be better.

### 162 people from across Sussex shared their views with us. We heard:

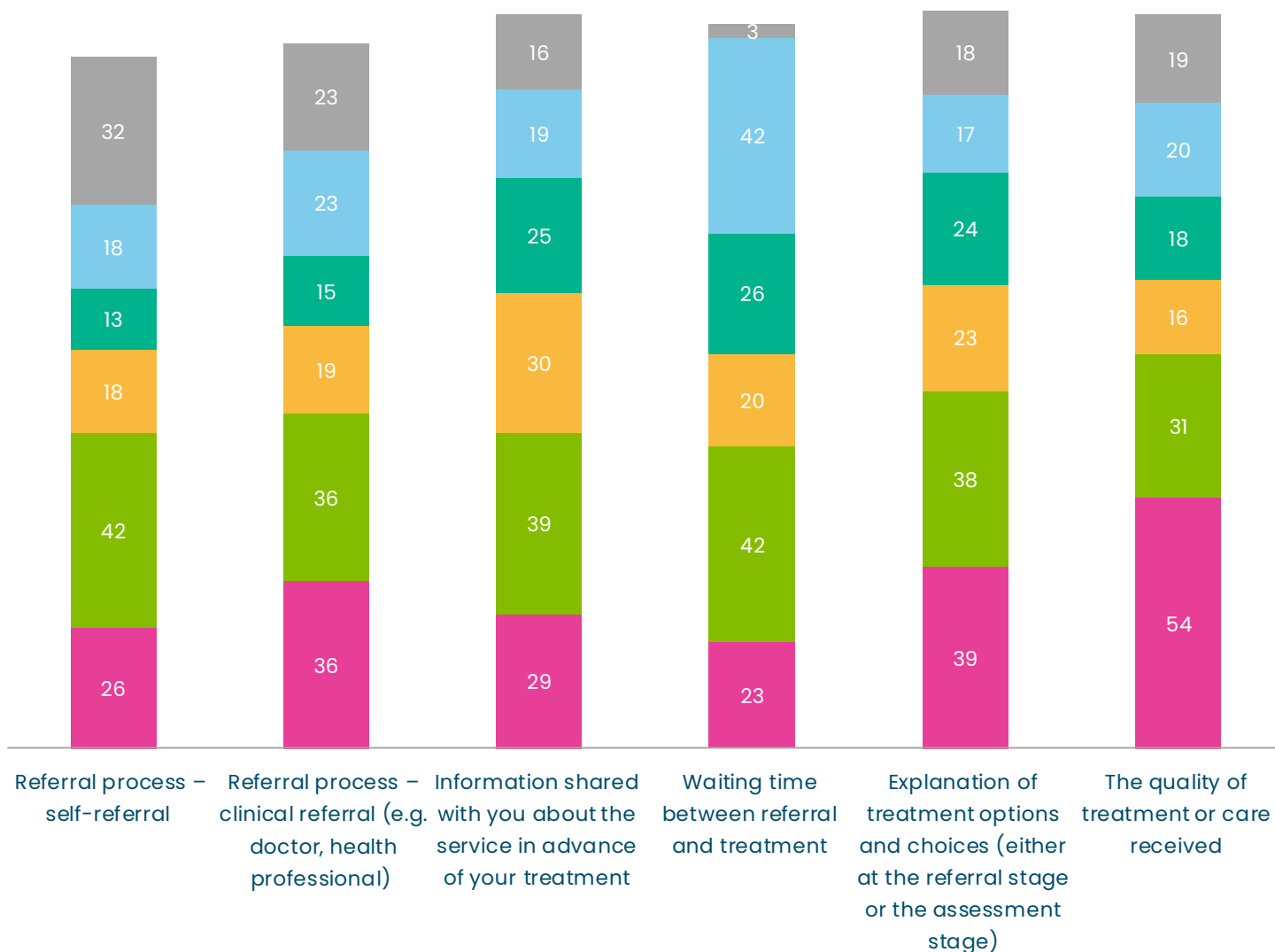
- 51.9% (83) respondents had been referred to the MSK Services by their GP, 38.8% (62) responders were self referred.
- 14.7% (23) respondents were very satisfied compared to 26.9% (42) respondents who were very dissatisfied with the waiting time between referral and treatment.
- 34.1% (54) respondents were very satisfied compared to 12.6% (20) respondents who were very dissatisfied with the quality of treatment or care received .

### Which MSK service are you currently using, or did you use?



- Physiotherapists
- Osteopaths
- Advanced practitioners (specialist Physiotherapists, Osteopaths or Consultant Nurses)
- Podiatrists/Podiatric surgeons
- MSK triage/First Contact Practitioner
- Consultant/Specialist clinic
- Care Navigators
- Health Builders
- Community MSK service

## How satisfied were you with your experience of the following?



■ Very Satisfied 
 ■ Satisfied 
 ■ Neither Satisfied or Dissatisfied 
 ■ Dissatisfied 
 ■ Very Dissatisfied 
 ■ Not Applicable

## Respondents to our poll told us:

### What one change would improve MSK services for you?

*"Shorter waiting times."*

*"More accessible services."*

*"All options discussed not just physio."*

*"Self-referral process too long."*

*"Listening to patients better."*

*"Communication between all services."*

## Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

**Healthwatch Brighton & Hove:** [info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk) or 01273 234 040

**Healthwatch East Sussex** [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk) or 0333 101 4007

**Healthwatch West Sussex** [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk) or 0300 012 0122