

IMPORTANT INFORMATION

Patients over 16 years-old

This service is only available to Patients aged 16 years or older.

Patients with additional needs

If the Patient is vulnerable, or has a disability, or mobility problems, then please advise us when referring to us.

Translation Support

If you require a translator, please advise us which language when you book your appointment.

Transport Support

For travel help please contact Lincolnshire transport advice line **01522 550 129**
www.lincsbus.info

Or if you have more complex medical travel needs:
Thames Ambulance Service - **0808 164 4586**

(Please note that Thames Ambulance have an eligibility criteria)

Keep us informed

If you need to change or cancel your appointment, please call the service at least 48 hours prior to your appointment, so it can be offered to someone else.

Don't be a DNA

If you Do Not Attend (DNA) or you are late to your appointment without notifying us, you may be discharged from this service.

PATIENT AND GP SUPPORT

Our support team is here to help you, if you have any queries or questions regarding your care, please get in touch

01522 581 777

Lines are open Monday to Friday between 8.30am and 5.00pm.

DATA PROTECTION AND PATIENT CONFIDENTIALITY


Patients and Clinicians can be assured that the protection of privacy and confidentiality are given the highest priority, with all personal information being collected, held and used in strict compliance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.

COMMENTS, COMPLAINTS AND SUGGESTIONS

Lincolnshire Chronic Pain Management Service encourages feedback from its patients on their experiences with the services they have received.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call the Referral Management Centre on **01522 581 777** and they will direct your call, or access further information on how to do so via our website:

www.connecthealth.co.uk/contact



Lincolnshire Chronic Pain Management Service

PATIENTS GUIDE

Are you suffering from **muscular** or **joint** pains?

The Lincolnshire Chronic Pain Management Service (CPMS) has been designed to support patients living with persistent pain. It brings together clinicians from many different specialities to help patients to live a full and meaningful life despite their pain.

OUR SERVICES

The Lincolnshire CPMS is for adults and patients over the age of 16, registered with a GP in Lincolnshire looking for help with persistent pain. Our team includes specialist clinicians who can provide comprehensive assessments and offer a variety of supported management strategies. This can range from information sharing, goal setting and social prescribing to supported exercise, Pain Management Programmes and use of technology.



WHAT SHOULD I EXPECT?

Your initial appointment will involve a comprehensive assessment that will include questions about your general health. It will give you a chance to discuss your concerns and what support you are seeking from the service.

Following your assessment your clinician will discuss the options available within the service to allow you to plan your next step which could include:

- Detailed self-management advice and exercises
- A further appointment with one of our clinicians
- Our groups and/or educational seminars
- A referral of your care to a better placed service in the local community

HOW DO I MAKE AN APPOINTMENT?

- Your GP will refer you into the new service
- Once the referral is complete, you will be contacted by our Referral Management Centre, to arrange your first appointment
- You will have the option of attending one of our clinics or alternatively we can offer a video or telephone appointment if it's easier for you

WHAT TO WEAR

During your assessment you might be required to carry out a number of movements. We therefore recommend that you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

WHERE WILL I BE SEEN?

Our clinics are spread across a variety of settings in Lincolnshire. You will be offered the earliest appointment available but you will also be given a choice of venues so you can choose a location which is best for you.

I FIND TRAVEL DIFFICULT DUE TO MY CONDITION?

We appreciate that some patients struggle to travel due to their pain. You are welcome to have your appointments via video or telephone if it would be easier for you.

Please ask for details when you book your appointment.



CONTACT INFORMATION

01522 581 777

lincs.connectthehealth.co.uk