

# Lincolnshire's Community Pain Management Service



Engaging patients, carers, families and communities for a brighter future

Winter 19/20

## Welcome

to our second newsletter, providing a 6 month update on the Lincolnshire Pain Management Service provided by Connect Health. The service is here to support the community to manage and understand persistent pain in a different way, in order to enable people to live a life of quality and value.

## Outcomes summary

### July-Dec 2019

**100% of patients** in the service have been offered a follow up appointment within 40 days of initial assessment.

**83% of patients** showed an improvement in pain self-efficacy on completion of their treatment in December.

**7 weeks** is the average waiting time for initial assessment following GP referral. This is excellent when compared to national averages.



## What's been happening over the Autumn?

### Pain Management Programme showing real benefits

Our 8-week group pain management programme is flourishing. Delivered in line with guidelines from the British Pain Society, the group is facilitated by a member of our psychology team with input from a physiotherapist, nurse or occupational therapist who support patients to better manage their persistent pain using an evidence-based "Acceptance and Commitment Therapy" model. See inside for more.

### PRISM (Practical and Realistic Ideas for Self-Management)

We've received some great feedback from our first group educational session that provides personalised strategies to support people in managing their persistent pain. From February we are starting a rolling programme of up to 14 sessions a month at 10 locations across Lincolnshire.

Feedback from the session included:

- 'Fantastic staff, really informative'
- 'Great to understand more about pain and the different ways to help'
- 'I have never been told anything like this before!'

### Linking with Local Support Groups

A number of support groups are in existence and provide essential support to people who have complex health needs including persistent pain. We are collaborating with local groups to provide professional guidance, education and listening to the needs of these specific groups.

To the left is the Fibromyalgia Support Group in Stamford organised by Chrissy. They can be contacted on 07906362686 or at <http://bit.ly/2U1oif7>.

Inside

2 What's new

3 Patient stories

4 Understanding patient needs

**NEW**

# Pain: Do You Get It? Connect Health brings Grantham community together to help local people rethink, re-engage and recover from pain

In a bid to help people understand why their body hurts and why it sometimes keeps hurting, we held an engagement event in Grantham in December.

Over 60 attendees joined leading experts at the event held at Grantham's Guildhall Arts Centre, including Dr Chris Barker, a specialist GP with over 20 years' experience in the field of persistent pain and Pete Moore, pain sufferer and author of the Pain Toolkit - a self-help resource supported by the Department of Health and used extensively in the UK and overseas.



Feedback from the day included:

“Great! Dr Chris was great at explaining – just the right level of info.”

“Very interesting – gave me some hope and confirmation of things to do and think about.”

“Today's session made me think about pain in a different way. I have contact with many people living with pain and I feel like I will now have more of an insight into this and will enjoy learning more.”

**Flippin' Pain**  
Coming Soon – a new website for everyone to have access to the knowledge, skills and local support to prevent or overcome persistent pain - Flipping people's understanding of pain.



Engage | Educate | Empower  
[www.flippinpain.co.uk](http://www.flippinpain.co.uk)

## Non-medical prescribing

In September, three of our team will complete a non-medical prescribing course and become registered independent prescribers with a further staff member enrolling on a course in March 2020. This development opportunity will broaden their skillset to be able to give direct advice and make recommendations relating to persistent pain medications. This will streamline pathways and ensure that medicines are used safely and appropriately when clinically indicated and additional support will be available for patients who would like to reduce their reliance on pain medication.

## Safe and effective use of medication when needed

Chronic pain affects at least a third of people in the UK with almost half of people with chronic pain having a diagnosis of depression and two-thirds unable to work outside the home (NICE, 2018).

Medications can, for some people, help facilitate self-management and rehabilitation but are rarely effective as stand-alone treatments for persistent pain and can often result in multiple side effects. We are working closely with primary care and local prescribing forums to support the implementation of national directives such as 'Opioid Aware' and utilising a multi-modal approach through a variety of self-management techniques to reduce over-reliance on persistent pain medications in Lincolnshire.

# Pain Management programme significantly improve outcomes

Pain Management Programmes are a key focus of our treatment in line with best practice and national guidelines.

The group identified:

- a **reduction in anxiety and depression** from moderate to severe symptoms **to mild**
- a **significant improvement** in their belief that they are **capable of performing specific behaviours** to achieve personal goals.

Feedback from initial cohorts have been excellent:

“I was sceptical at first but as the weeks went on, I found the course very helpful and a positive influence on how to manage pain and stress.”

“Before I was thinking painkillers were the way, but now I know it's not and I'm wanting to reduce them.”

“We were given time to reflect on experiences and results.”

“Feeling so aware of thoughts and how to manage them was beneficial.”

“Before coming I felt uncomfortable with talking in a group but after coming it was welcoming and helped me a lot.”

“The clinicians were excellent and really made this course a great experience. They were very understanding/empathetic.”

## Listening to our patients

We are actively participating in community and patient engagement events to better understand the local needs of the Lincolnshire population. We are listening and responding proactively to feedback and recommendations from patients and health and social care professionals, listening to feedback through the District and County Council, demonstrating that we are a dynamic, patient-centred and agile organisation.

# Understanding the needs of the Lincolnshire pain population

We are working hard to understand the needs of the local population. Following 10 months' of delivering the Community Pain Management Service, we have a rich dataset relating to referral rates and demand for appointments. We are now utilising data to better understand where we need more clinic capacity to enable us to provide local access to all our patients.

**Patients are provided with far more choice about where to be seen**

**We now work from 14 clinic locations and 5 injection facility locations across Lincolnshire bringing care closer to home**

## Accessibility

We understand that travelling to outpatient appointments can be costly. Patients wishing to access the service that are unable to drive themselves to appointments may wish to contact the voluntary car service <https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services> or reclaim the cost of travelling to an NHS appointment using the HC5(T) travel form available on the web [www.nhs.uk/nhsengland/healthcosts/documents/hc5\(t\).pdf](http://www.nhs.uk/nhsengland/healthcosts/documents/hc5(t).pdf). Please check the website for eligibility criteria.

Additionally, we are offering telephone appointments increasingly to patients and following a successful pilot of a virtual (video) consultation clinic, we plan to make this more widely available.

