

***New Patient
Information
Leaflet***

***Persistent Pain
Service***

***Please take the time to read this leaflet as it contains
important information about your appointment***

What Is the Persistent Pain Service?

NHS Oldham have commissioned a new Persistent Pain Service from three local providers in Oldham; Pennine MSK Partnership Limited, Pennine Care Foundation Trust and Pennine Acute Hospitals Trust. These three providers are working together to offer an integrated, patient focused pathway of care for Oldham patients who have persistent pain.

The service offers a multidisciplinary team of a whole range of professionals including: Extended Scope Physiotherapists with an interest in persistent pain, Pain specialist Nurses, GP with special interest in persistent pain, Pain Consultants, Consultant Liaison Psychiatrists, Clinical Psychologists, Cognitive Behaviour Therapists and Psychological Therapists.

What is Persistent Pain?

Persistent pain is defined as non-cancer pain that cannot be cured and is caused by a change in the way the nervous system transmits pain messages.

This means that although the original trigger of the pain may have eased/healed the pain persists and continues to have an impact on how someone is able to undertake day to day tasks.

Often a period of 3 months is used to define persistent pain but it is recognised that some persistent pain, e.g. following surgery, can be defined as that which 'continues to be present when the normal healing process can be expected to have completed'.

The knock on effects of living with pain all the time can be very great, affecting many areas of life including work, social life, mood and sleep.

Your Assessment

There is a team of highly specialised health professionals working in the service. Your referral will be sent to the appropriate professional for initial assessment.

This will take approximately 1 hour when they will undertake a full assessment which may also involve a physical examination, during which you may be required to remove items of clothing. **It is therefore advisable to wear sensible undergarments**, so that the clinician can carry out an effective assessment.

At this appointment your health professional will help you decide what treatment option would be most beneficial for you and ask you to commit to this plan. We will then arrange this.

If your health professional feels you need further input from another member of our multidisciplinary team then they will also arrange this.

Your Appointment

If you cannot keep your appointment please contact **0161 621 3838** to arrange another appointment. **Failure to do so may result in you being discharged from the service.**

- Please arrive promptly for your appointment. Late arrival to clinic may result in your appointment being rescheduled for another date.
- On arrival report to reception and you will be seen as soon as possible.
- Please bring a list of any medications/topical lotions or ointments you currently use with you to your appointment.

[Text Reminder Service](#)

We offer a text appointment reminder service and would be grateful if you could provide us with your mobile number.

[Interpreter Services](#)

If your understanding of English is limited we can arrange for an interpreter to be present. Please notify us at least 48 hours before your appointment if you require this service, specifying which language you require.

[Transport](#)

To see if you are eligible for and to book transport please telephone **0161 627 7494** at least 72 hours before your appointment with your **NHS Number** and **details of your appointment time and location**.

You will be asked a number of questions to assess if you have a medical need for transport.

Please see map enclosed for directions to the clinic.

[Let Us Know](#)

Please update us if any of your personal details have changed i.e. home address, telephone numbers or GP.

IMPORTANT INFORMATION

The service we provide is for patients with a GP in the Oldham area only. If you change GP to one outside of the Oldham area, unfortunately you will no longer be able to access our service. Please advise us if this changes and contact your new GP who will arrange treatment elsewhere.

Please keep this leaflet in a safe place for future reference

If you have any questions regarding the service, please contact
Pennine MSK Partnership Ltd on **0161 621 3838**.

We welcome all comments, compliments and complaints as these are
what drive our service improvements

Comments, compliments or complaints should be sent in the first
instance to:

Rachel Chrisham
Service and Customer Care Manager
Pennine MSK Partnership Ltd
Integrated Care Centre
New Radcliffe Street
Oldham
OL1 1NL

Equality and Diversity

We believe in fairness, equality and above all value diversity in all dealings as a provider of health services to the population of Oldham. We intend to embed equality and diversity values into every day practice, policies and procedures. For more information please visit our website.

Information Sharing

To enable safe, effective care for our patients it will be necessary for us to share certain information about you between the three providers who are managing this integrated pathway. If you have any concerns regarding this please speak to your health care professional.



Visit our website to find out more at:
www.pmskp.org

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