

Patient Information Leaflet

Persistent Pain Service

This leaflet contains important changes to the way we run the service during the CORONAVIRUS - COVID-19 PANDEMIC.

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

Please keep this leaflet in a safe place for future reference

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.

What Is the Persistent Pain Service?

NHS Oldham have commissioned a 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 and Cognitive Behaviour Therapists.

We have changed our service to ensure patients and staff are kept safe during the Coronavirus COVID-19 pandemic

The Coronavirus COVID-19 Pandemic means we have to change the way we see and treat patients to ensure we follow all the current

Government and NHS guidance. This means that the appointments in the pain service are predominantly going to be provided either on the telephone or on video via an electronic device.

With this leaflet will be an appointment letter for a telephone appointment.

Telephone Assessment Appointments

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.

You will be contacted at approximately the time of your telephone appointment. Please allow some time either side of the appointed time. The telephone appointment will take approximately 1 hour to undertake the assessment.

- Please have available a list of any medications/topical lotions or ointments you currently use.
- At the initial telephone appointment you will be given the option of a video consultation if preferred and available.
- Please be available in a private quiet space at the time of your appointment.

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.

Telephone numbers

It is vital that we have the correct contact numbers for you, especially a mobile number. Please advise us if your contact details have changed recently before your appointment so the clinician can contact you.

Please note the number on your screen may say - Caller ID withheld - it is important you answer the call at the time of your appointment.

Your Appointment

If you cannot keep your telephone appointment please contact **0161 357 5270** press option 4 to arrange another appointment. **Failure to do so may result in you being discharged from the service.**

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 service. Please notify us at least 48 hours before your appointment if you require this service, specifying which language you require.

How your personal information is used

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. In general your records are used to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other health or social care professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Health or social care professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another clinician, or are referred to a specialist or another part of the NHS or social care.

Our Privacy notice can be accessed at: <http://www.pmskp.org/> alternatively a paper copy of the notice can be obtained by contacting us at the address below.

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.

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.

Comment, compliments and complaints

We welcome all comments, compliments and complaints as these are what drive our service improvements and should be sent in the first instance to:

Julie Bedford
Patient Care Manager
Pennine MSK Partnership Ltd
Integrated Care Centre
New Radcliffe Street
Oldham
OL1 1NL

Patient Testimonials

My psychologist is one in a million. For 10 years I've been through mental health services and always left appointments feeling like another statistic. I am now made to feel like a human being, she cares about her patients and nothing is too much trouble. I have a long journey to travel but for the first time in my life I know I'll get there thanks to her."

"My nurse has really helped me; she was the first person to explain my pain, acknowledge that I needed help and refer me to the appropriate professionals, she kept an overview of my progress and gave telephone appointments to help, reassure and support me through my journey."

"I have been recently discharged from the Persistent Pain Service. The Pain Physiotherapists I saw were both brilliant and thanks to them I am now, after 15 years, off medication. I am not pain free, as was never promised or expected but I am dealing with my pain better and am very happy to be off such hefty opiates which were clearly not working anymore. I have been under different pain services, tried many different treatments and have seen many different physio's in the past but this service has been the only one that has helped me to this degree."

If you have any questions regarding the service, please contact Pennine MSK Partnership Ltd on **0161 357 5270** press option 4.



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www.pmskp.org

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