



# ***Patient Information Leaflet***

## ***Persistent Pain Service***

***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 sends pain signals.

This means that although the original trigger of the symptoms may have eased/healed the pain doesn't go away and continues to have an impact on how someone is able to do everyday tasks.

Often a period of 3 months is used to define persistent pain but it is recognised that some symptoms, e.g. following surgery, can be explained as pain that '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 great and affect many areas of life including work, social life, mood and sleep.

## What Is the Persistent Pain Service?

Greater Manchester Integrated Care Board have asked 3 local care providers in Oldham (Pennine MSK Partnership Limited, Pennine Care Foundation Trust and Northern Care Alliance) to run a service to help people with persistent pain. These three providers work together to offer an integrated, patient focused pathway of care for Oldham patients who have persistent pain.

The service offers a multidisciplinary team (MDT) of a 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 Behavioural Therapists.

**For further information on the persistent pain service please look at our online resource found at:**

<https://www.pmskp.org/services/persistent-pain/>

## Your Assessment

You will have completed some questionnaires from your GP and after that your referral will be sent to the team for initial assessment if appropriate.

The first appointment will be a face-to-face appointment and will take around 1 hour.

During this appointment you will be asked questions about your general health and lifestyle and we will decide together if and how the persistent pain service can help you. We will arrange more appointments for you as needed. We could also ask for input from the rest of the MDT if it is something that might help.

Please bring a list of any medications you currently use.

## 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.

## Keeping Your Appointment

Appointments in the Persistent Pain Service are in high demand and so it is vital that you attend your appointment. If you cannot attend please contact **0161 357 5270**, **press option 3** to arrange another appointment. We require a minimum of 48 hours notice so that we have time to offer the appointment to another patient waiting to be assessed.

**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. Please notify us at least 48 hours before your appointment if you need an interpreter and let us know which language you will need.

## How your personal information is used

To ensure safe, effective care for 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 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 everyday 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:

**Rachel Chrisham**  
Patient Care Manager  
Pennine MSK Partnership Ltd  
Integrated Care Centre  
New Radcliffe Street  
Oldham  
OL1 1NL  
**0161 357 5270 press option 3.**

## 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 3.



Visit our website to find out more

at: [www.pmskp.org](http://www.pmskp.org)

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