



PATIENT INFORMATION

THE VIRTUAL FUNCTIONAL RESTORATION PROGRAMME



What is the Virtual Functional Restoration Programme?

This is a rehabilitation programme for patients with persistent or chronic spinal pain delivered via a digital platform. It aims to explain chronic pain, improve physical function, increase activity levels and improve pain-coping strategies. This type of programme is recommended by NICE (the National Institute for Clinical Excellence) to help manage spinal pain.

What does the Programme consist of?

You will be assessed for the Programme by a senior physiotherapist via a telephone/ video consultation. Each programme is run in small groups (adults both men and women) by specially trained physiotherapists from the Worcestershire Acute Hospitals NHS Trust.

Areas include:

- Understanding pain
- Goal Setting
- Pacing techniques
- Handling unhelpful thoughts and fears
- Managing a flare up
- Relaxation techniques

After each talk / discussion, which will be delivered online using Microsoft Teams, there will be an exercise session comprising a warm up, functional and strengthening land based exercises. A video of the exercises will be shown by the Physiotherapists and you will be asked to participate at your own speed and ability.

How long is the Programme?

The programme runs weekly at the same time for 6 weeks. We will ask you to complete some questionnaires at the beginning and end of the programme in order to evaluate and improve the service. These will be sent to you in the post with one to complete confidentially online.

Benefits:

If you continue the exercises and put into the practice the coping strategies you have learnt after the course you can experience the following benefits:

- Improve physical function and ability to do every day activities
- Increase activity levels
- Improve sleep pattern
- Improve mood
- Reduce weight
- Improve sense of well-being
- Have more control over flare-up's
- Some patients find their pain levels reduce although the main aim of the programme is not to reduce pain
- Improved overall quality of life

Risks:

- You may feel more discomfort or soreness after the first couple of sessions but this usually improves as you continue the course.
- There is a risk a minority of patients can experience a flare up of their pain and if this unfortunately occurs the exercises are reduced appropriately for them.

How do I access the virtual Programme?

After assessment you will be put on the waiting list and then when applicable, sent comprehensive details on how to access the programme including how to access a short video explaining the procedure. You will also be sent the programme's brochure, other relevant paperwork and the Questionnaires.

What should I wear?

It is advised that you wear loose, comfortable clothing and trainers for the dry land exercises and relaxation. It is also advisable that you ensure a safe environment to exercise in e.g. no loose rugs.

You may also wish to have a bottle of water to hand.

What happens after the programme finishes?

We will write to your GP and the referring doctor, if different, to inform them of your attendance and progress.

Six months after you have finished the programme, a questionnaire will be sent to you by post. Please complete it and return to us in the stamp addressed envelope provided. This will help us assess whether the programme is achieving its aims, and show the commissioners (who purchase all services in the NHS including this programme) how helpful it is in managing persistent pain.

We ask that you:

- Attend all sessions, and come with an open mind.
- Ask any questions you want
- Do all exercises regularly
- Complete all questionnaires.

Here are a few comments from our satisfaction survey:

“I think the service offered is good, informative and useful to me.”

“The group therapy has been very informative and enjoyable. It has been good to be with people in a similar situation to myself.”

“Have learnt a lot about pain management.”

“I have been a lot happier and found the course to be very helpful.”

For further information contact the Physiotherapy Department at:

Physiotherapy Department / Hydrotherapy
Aconbury West
Worcestershire Royal Hospital
Charles Hastings Way
Worcester
WR5 1DD

Tel: 01905 760293

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at:
wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.