

PATIENT INFORMATION

Persistent pain self-management clinic



What is the self-management clinic?

This is an out-patient clinic run at both Worcestershire Royal Hospital and Kidderminster Treatment Centre. Specialist trained members of staff will assess your physical, psychological and social needs and thereafter help advise you on the most appropriate pathway towards gaining control of your pain, improving self-management skills to reduce suffering and thereby improving quality of life.



What will the assessment entail?

The clinic is run by experienced specialist trained staff to include either a psychologist, physiotherapist, and/or nurse. On arrival at the clinic you will be greeted by a health care assistant who will guide you to the appropriate clinician. Please be punctual to ensure there are no delays. During the session you will be asked questions regarding your pain and the difficulties you experience from it. There is an opportunity to discuss your personal needs and goals for the future. Please be considerate of clothing choice as in some cases physical examination may be necessary. By the end of the assessment you will jointly decide on the best care pathway, with the aim of promoting self-management skills to enable you to lead your life as independently as possible.

Total attendance time is on average one hour.

Will it hurt?

The aim of the assessment is to ascertain your health and well-being in relation to your pain. Sometimes a physical assessment may temporarily aggravate symptoms in the short-term due to changes in movement or activity levels but this will not cause any damage or long term problems. Any flare-up following assessment usually settles quickly.

What should I wear?

You are advised to wear loose, comfortable clothing that may be easily removed if a physical assessment is necessary.

What happens after the clinic appointment?

A joint decision will be made on what service will best suit your needs with additional information on the service provided. Thereafter, a referral to that service will take place.

Options that may be available to you include:

- Pain Management Programme
- 1:1 Psychology
- Pain plan
- Community Functional Restoration Programme
- Physiotherapy
- Healthy Minds
- Secondary care mental health
- Guided self help
- Bath Programme
- Onside social prescribing

If you do not wish to proceed with any further care or assistance, a discharge letter will be sent to the initial Consultant who referred you to the assessment clinic as well as your GP.

We ask kindly that you:

- Attend this appointment in a timely manner to avoid delays and excessive footfall in the hospital
- Please anticipate additional time needed to find parking on busy hospital sight
- Complete questionnaires prior to your appointment time
- Prepare any questions you wish to ask during the consultation in order to be well informed of your choices

CONTACTS

For further information, please contact the secretary for the pain self-management assessment clinic at:

**Chronic pain team
Anaesthetics Office
Sky level
Worcestershire Royal Hospital
Charles Hastings Way
Worcester
WR51DD**

Tel: 01905 763333 ext. 39553

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.PALS@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.