

# Chronic Pain Service Redesign

Engagement from July – October 2014

## Engagement Update

V1 2015 09 28 authors: Sue Watson and Paul Hazelgrave (patient leaders)

### 1. Project background

Everyone suffers from pain now and again, it is a normal sensation that tells us that we might have an injury. Chronic pain is very different. Chronic pain is defined as pain that lasts for more than 12 weeks. It can have a devastating impact on people's physical and mental health. Chronic pain often cannot be cured, but it can be managed effectively.

Evidence tells us that the level and impact of people's pain improves when they are supported to understand and manage their condition. We are changing the chronic pain services in Leeds so they provide a more evidence based model of supported self-management, where patients are more involved in their own care.

This engagement asked patients, carers and the wider public to share their experiences of using chronic pain services and tell us what they think of the proposed changes.

We used focus groups and surveys to understand the views of people in Leeds. The survey was shared widely, including with:

- Chronic pain patients in community and hospital settings;
- Carers using local voluntary services;
- CCG patient, public and voluntary sector networks; and
- GP practices in Leeds.

**301** patients, carers and members of the public responded to the survey. Patients told us that there are currently a number of different people involved in their care. They receive a variety of different interventions to manage their pain. The majority of patients are prescribed pain medication and few people are referred onto peer support or psychological therapy. Many of the patients not currently involved in their care planning and are unclear about how successful their interventions are. You can read the report here:

<http://www.leedswestccg.nhs.uk/get-involved/we-need-your-views/chronic-pain-service/>

**67%** of people were supportive of the redesign and **7%** disagreed, however a significant number (**26%**) did not feel they had enough information to make a decision. People welcomed the opportunity to get more involved in their care and some people thought that GP involvement would provide more convenient and consistent care. Some people were concerned that GPs do not have the skills and knowledge to manage chronic pain patients, while others felt that GPs were ideally positioned to care for these patients.

This update report outlines how we have responded to what people told us in the engagement.

This report will be shared with those involved in the engagement and will also be available on the NHS Leeds West CCG website.

## 2. Time line

Date	Progress
July 9 2014	Engagement plan presented at NHS Leeds West CCG PAG
July – Oct 2014	Engagement period
Nov 2014	Engagement report published on the website
Nov 2014	Two patient leaders recruited to the chronic pain steering group
March 2015	Community providers procured (purchased)
April 2015	New pathway is launched
June 2015	Initial review of the new pathway to see how it is working
Aug 2015	Telephone Advice Service (TAS) launched

## 3. Recommendations

Recommendation	Extent met	detail
Ensure that clinicians who are responsible for chronic pain patients, have the appropriate skills, knowledge and capacity to support patients effectively.	✓	All clinicians involved in delivering chronic pain services have to meet the specific requirements of the service specification. This includes a GP education programme as well as meeting the training and appraisal requirements in the standard GP contract
Ensure that clinicians who are responsible for chronic pain patients, have good interpersonal skills such as empathy and understanding.	Partially met	All clinicians are expected to work with compassion, as set out in the NHS Constitution. Patients will be given the chance to feedback regularly on their care and we will use this to improve the service they receive.
Provide GPs with access to support from pain management specialists.	X	The new pathway supports GPs to refer patients onto pain management specialists.
Give chronic pain patients access to the same clinician for their routine appointments where possible. When this is not possible due to illness or annual leave, ensure that the clinician has access to the patient's notes.		All patients have an assigned case worker. As with other NHS services, it is likely that patient will see more than one clinician during their treatment. All relevant clinicians will have access to patient notes to ensure continuity of practice.
Provide patients with a choice of appointments, including appointments outside of normal working hours (09:00-17:00).		The Choose and Book system will allow patient to choose an appointment to suit them. There is currently no appointments available outside working hours
Provide patients with rapid access to urgent support for their chronic pain.		There is no rapid access specifically for chronic pain patients. Patients can use urgent care services.
Allow patients to measure the success of their chronic pain interventions. This might include scoring pain, involvement in their care planning, the setting of goals and targets and evaluating their care.		All patients are able to self-assess at the beginning of their treatment. There are opportunities to re-assess during treatment. The service specification requires clinicians to involve patients in the development of personalised pain management plans.

Provide patients with information about changes to chronic pain services, chronic pain, patient involvement and self-management. This information should be available in different formats such as leaflets and online.		In May 2015 the chronic pain steering group and the patient leaders developed a leaflet and poster to outline the new pathway. The leaflet was shared with chronic pain patients and the poster was put up in GP practices. An electronic copy of the leaflet is online. The leaflet is available in alternative formats on request.
Support people to manage their pain in ways that are compatible with their lifestyle. Patients should be able to choose from a menu of options which could include using smartphone apps, online applications, telephone or face-to-face consultations;		The new pathway includes a menu of options which allows patient to select a pain management plan that works around your lifestyle. The menu includes; face-to-face appointments, telephone advice and smartphone apps.
Improve links with voluntary sector services for people with chronic pain.		There are no current links between chronic pain services and the voluntary sector. However, GP practices in Leeds are signed up to social prescribing projects which allow people to access additional support
Consider ways to support patients into exercise and alternative therapy services. Find ways to remove or reduce the cost associated with these services.		See above
Provide clarity around the care pathway for chronic pain so that patients understand that care will be escalated to specialist services where appropriate.		In May 2015 the chronic pain steering group and the patient leaders developed a leaflet and poster to outline the new pathway.
Improve links between health (including mental health) and social care for people with chronic pain. This should include improving access to services such as occupational therapy and telehealth.		Issues related to mental health assessed and managed as part of the care pathway. This might involve a referral to mental health services. In addition, GPs are able to refer patient for social prescribing
Provide opportunities for patients and carers to routinely share their experiences of using chronic pain services in Leeds.		The service specification requires providers to give patients and carer an opportunity to feedback on their experience of using the service.
Provide people involved in the engagement with project updates (the engagement team will support this work).		This is the first update report following the initial engagement. We aim to provide a further update next year.
Recruit patient representatives to the project steering group to ensure that the engagement recommendations are considered by the group.		Two patient representatives were recruited to the project in November 2014.

#### 4. What happens next?

Date	Progress
<b>November 2015</b>	Review analgesia pathway
<b>December 2015</b>	Review patient experience of the new pathway
<b>December 2015</b>	Review pathway and service specifications based on patient feedback
<b>March 2018</b>	Community chronic pain contracts expire

## Alternative formats

An electronic version of this report is available on our website at [www.leedswestccg.nhs.uk](http://www.leedswestccg.nhs.uk) or please contact us direct if you would like to receive a printed version.

If you need this information in another language or format please contact us by telephone: **0113 84 35470** or by email: [commsleedswestccg@nhs.net](mailto:commsleedswestccg@nhs.net)

'Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: **0113 84 35470** lub poprzez email na adres: [commsleedswestccg@nhs.net](mailto:commsleedswestccg@nhs.net)

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## Further information

If you would like any more information about this project or NHS Leeds West Clinical Commissioning Group, or have any questions or comments, please write to:

**Chris Bridle**

Engagement Lead

NHS Leeds West Clinical Commissioning Group

Suites 2-4

Wira House

West Park Ring Road

Leeds, LS16 6EB

Main switchboard: 0113 84 35470

Email: [commsleedswestccg@nhs.net](mailto:commsleedswestccg@nhs.net)

[www.leedswestccg.nhs.uk](http://www.leedswestccg.nhs.uk)



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