



# Chronic Pain Service

## ROLE OF PHYSIOTHERAPIST IN THE PAIN SERVICE

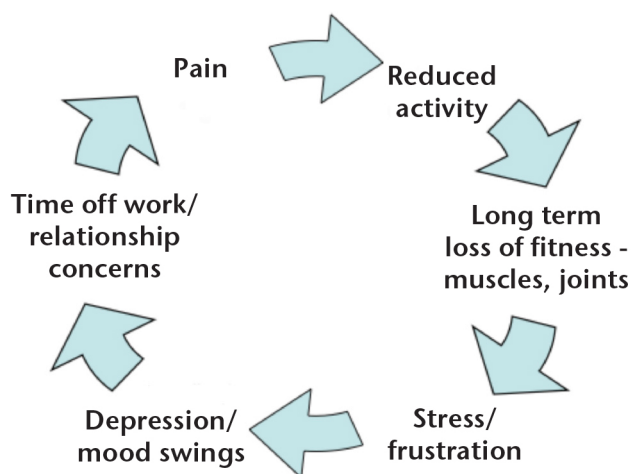
Your Physiotherapist will look at:

- ❖ How you manage your condition on a day to day basis
- ❖ How your body is physically working
- ❖ How you are coping with your pain overall.

They will identify ways to help you manage and cope with your condition with the primary aim of improving your quality of life. This could include the Pain Management Programme and/or individual sessions.

Chronic Pain is often quite a complex condition and there are different ways to tackle it. Taking medication can help, but just doing this alone is often limited in how much it will help you.

**Often people feel that they are caught in a 'vicious circle' with their chronic pain and this can be hard to break out of without help.**



## BUT I HAVE HAD PHYSIOTHERAPY BEFORE. WHY SHOULD I GO AGAIN?

There are many different types of physiotherapy. Often, people have had physiotherapy before coming to the Pain Clinic which has been arranged through their GP, this is a normal part of the process.

Physiotherapy for Chronic Pain has a different focus and involves different management options that will help you to improve things in the long term.

## WHAT WILL HAPPEN AT MY FIRST APPOINTMENT?

The initial appointment will be a telephone appointment. So please ensure we have the correct telephone number for you.

Please take the call somewhere as private and quiet as possible, taking the call in public or while busy is not recommended due to the nature of the assessment. In line with the law on driving, the call will be ended if you are driving while taking the call. Please ensure you have your phone handy at the time of the call.

Ensure your phone is not on silent and it has sufficient charge for the appointment.

Calls from our team can come from an unknown, withheld or 0800 number; ensure your phone allows for incoming calls from a private or withheld number.

If we are unable to contact you, a second attempt will be made 5-10 minutes later. If you fail to answer the second attempt it will be documented that you failed to attend the appointment. If you fail to attend your appointment without contacting us you will be discharged from the service.

## FOLLOW UP APPOINTMENTS

Follow up appointments may involve another telephone appointment, virtual appointment using Attend Anywhere or a face to face appointment depending on what is required and safest to do.

## ATTENDANCE POLICY

It is really important that you attend your scheduled appointments or let us know in advance if you cannot attend. Regular treatment along with you carrying out your agreed treatment plan is known to be the most effective approach to managing and improving your condition.

Missed or wasted appointments increase the waiting time for other patients who need our help and support. If you feel unable to attend your scheduled appointments please discuss this with your consultant.

You will be discharged from the Chronic Pain Physiotherapy Service if:

- ❖ You fail to attend your appointment in person or virtually or by not answering your phone without contacting the department
- ❖ You cancel three appointments
- ❖ You cancel two return appointments in a row
- ❖ If you are re-referred to the service you will join at the bottom of the waiting list.

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