

# The Community Pain Management Programme

What is SUCCESS for the patient? The patient story



South Eastern Health  
and Social Care Trust

# What is Pain?

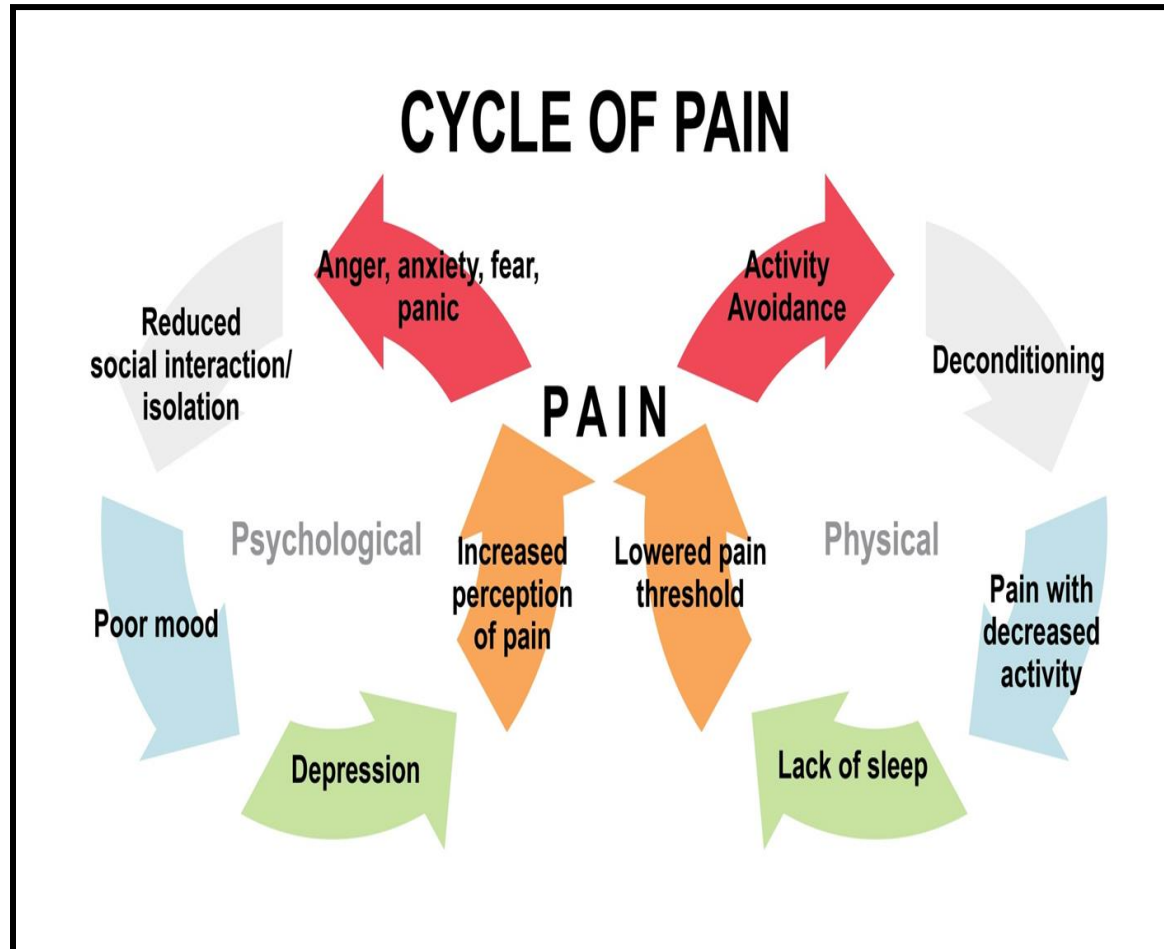
“An unpleasant SENSORY and EMOTIONAL experience associated with ACTUAL or POTENTIAL tissue damage or described in terms of such damage.”

(IASP, 2020).

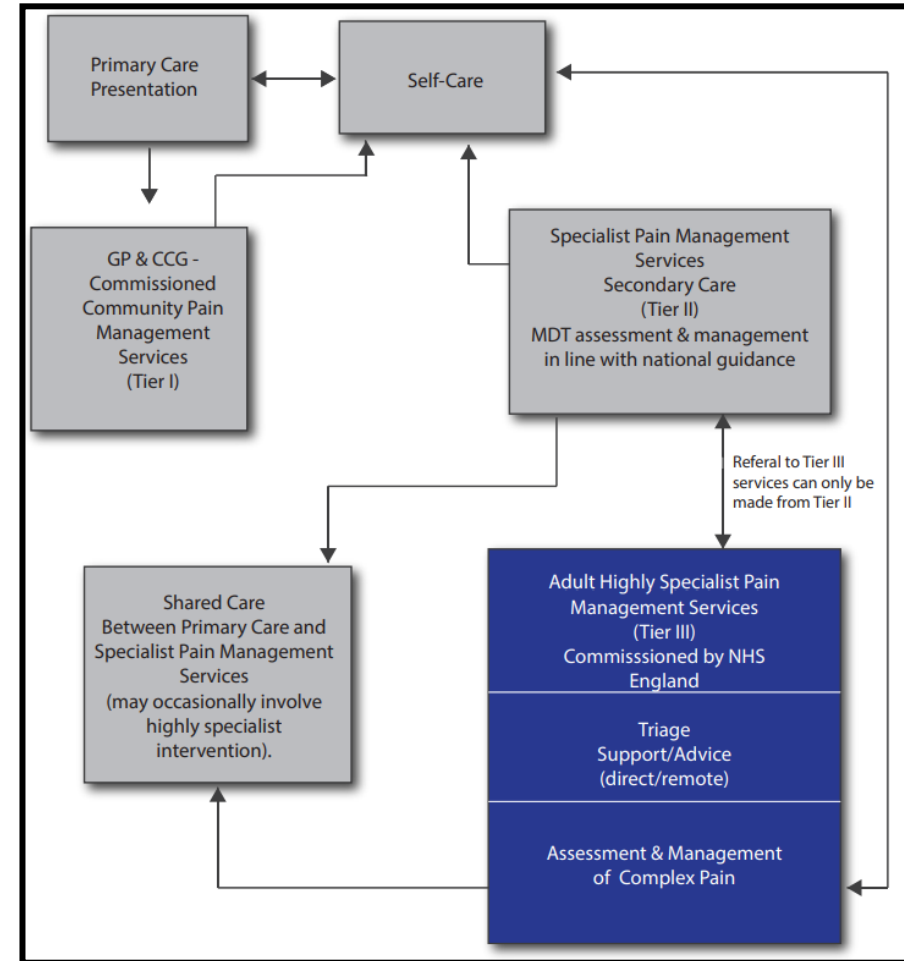
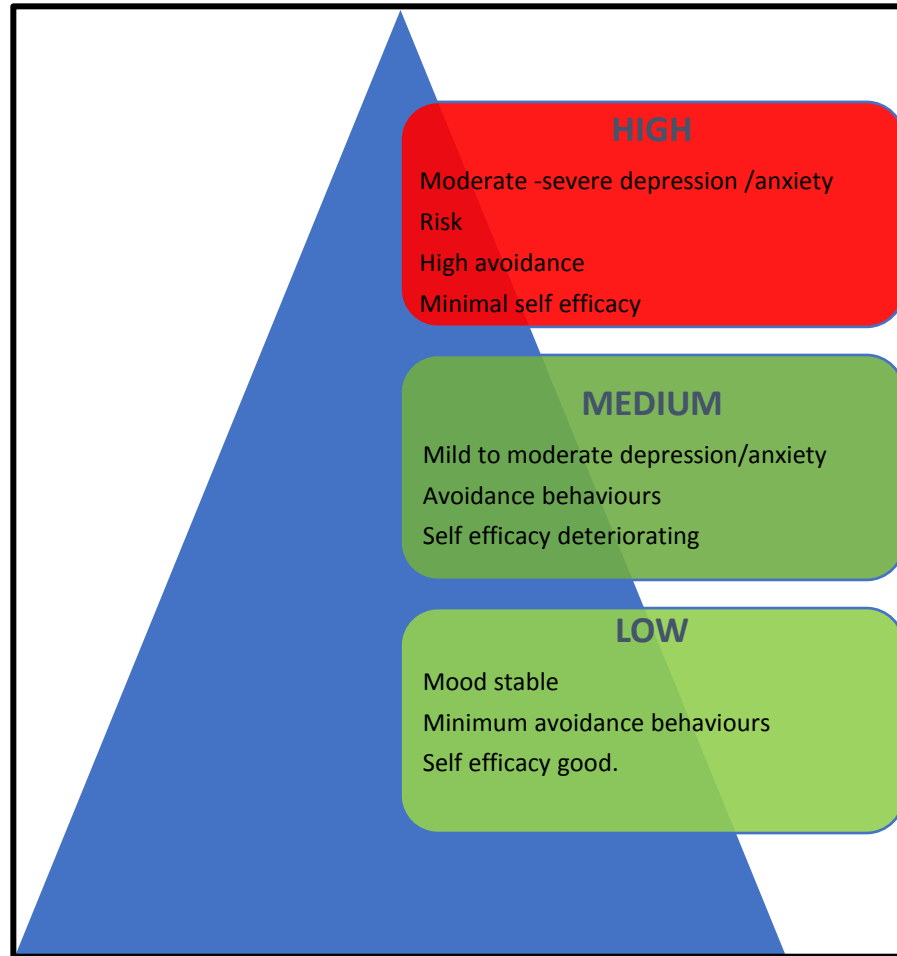


# Biopsychosocial Model

BIO-Pain Mechanism-PSYCHO-Impact SOCIAL-Response



# A stepped care model approach to meet the patients level of need



Three Health Care  
Professionals contribute  
to a Tier 2 Therapeutic  
Intervention Community  
Pain Management  
Programme

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Specialist  
Physiotherapist

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Psychological  
therapist (CBT)

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Pharmacist

Participants are referred from their GP or healthcare professional

Each patient will receive a 1- 1 initial assessment for suitability by one of the CPMP Team

Programme is 6 weeks (hybrid model)

2 hours / week

Range of topics covered, building skills to live with and manage pain

All patients offered individual medication review from pharmacist

# OUTCOME 8: WE CARE FOR OTHERS AND HELP THOSE IN NEED

## Community Pain Management Programme (CPMP)

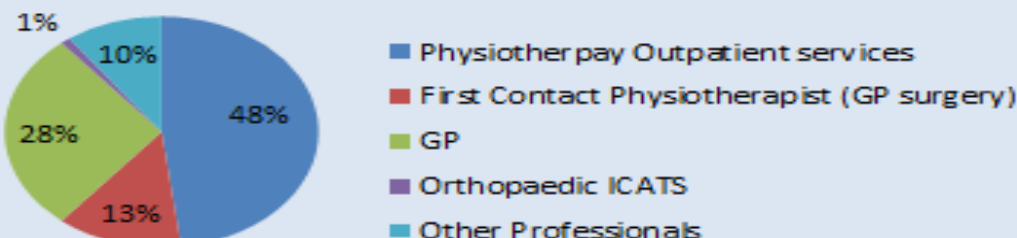
### How much did we do?



**183 referrals**

<5% stepped up to hospital pain programme

### Source of referral



**118 Initial Assessments completed**



**71% Accepted invite\***

**4% wanted Face- to-face only**

**25% Did not reply/ unable to attend**

\*70 started programme Sept-March course/ 29 deferred



**100% offered medicine reviews**

**69% accepted review**

### How well did we do?

**8 x 6 week virtual programmes completed**

**80% attended Week 1 (56/70)**

**65% completed programme (46/70)**

**95%**

very or somewhat likely to recommend course to friends / family\*



The program you are running is the best thing I've been on in 14 years of pain - that includes therapy, acupuncture and medication. Don't stop your great work

"Great scheme/ programme - wish I had done this years ago"

It was interesting to learn how much of an impact Pain controlled my life. It helped me understand how I can take some control back.



### Staff views

Reading this literally makes me emotional. Please never underestimate the impact you're having on these patients. All the E's here folks: Engagement, Explore, Educate, Encouragement and best EMPOWERMENT:Physio

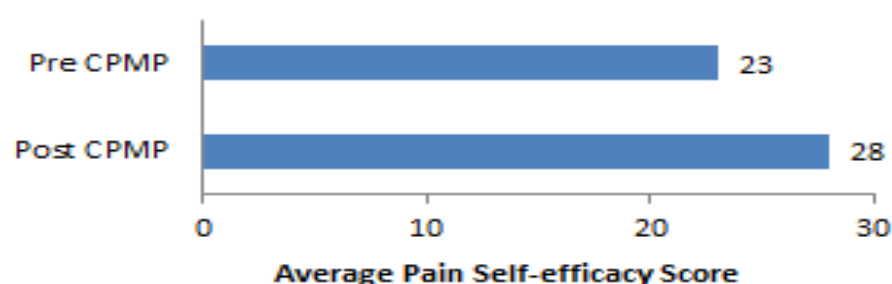
\* Only 21 questionnaires entered and analysed to date.

# OUTCOME 8: WE CARE FOR OTHERS AND HELP THOSE IN NEED Community Pain Management Programme (CPMP)

Is anyone better off?

## Increased patient Pain Self-efficacy (n=32)<sup>^</sup>

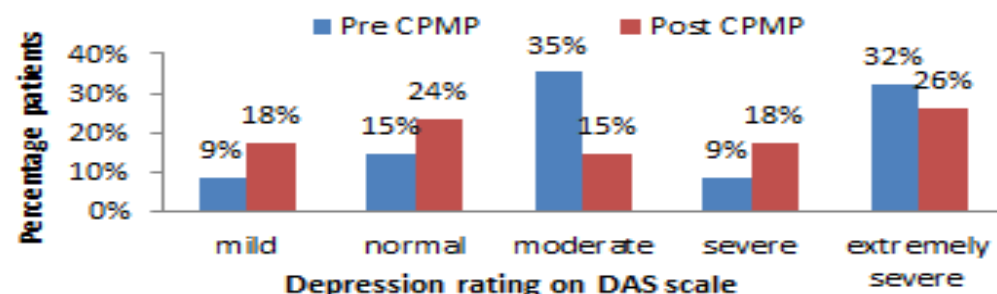
Increase is improvement



## Reduced Patient Depression

Average DAS scale score decreased from 21 to 19 (n=34)<sup>^</sup>.

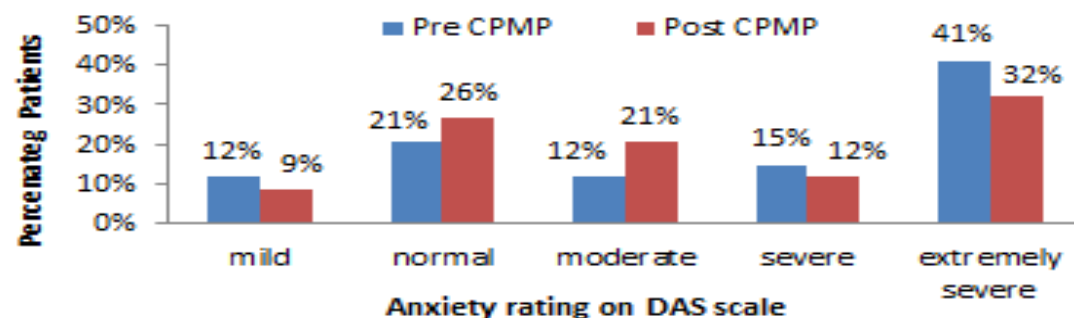
Decrease is improvement



## Reduced Patient Anxiety

Average DAS scale score decreased from 18 to 15 (n=34)<sup>^</sup>

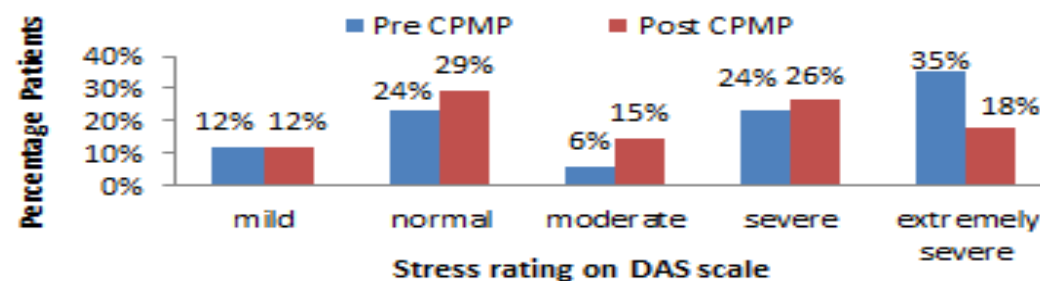
Decrease is improvement



## Reduced Patient Stress

Average DAS scale score declined from 26 to 22 (n=34)<sup>^</sup>

Decrease is improvement



Average of two medicine optimisation interventions per patient



felt the service helped them mostly or completely understand their problems better\*



66% felt the service helped to completely or mostly improve their situation. A further 24% felt the service helped to partly improve their situation\*



# Improving “self-efficacy” leads to empowerment and individual success

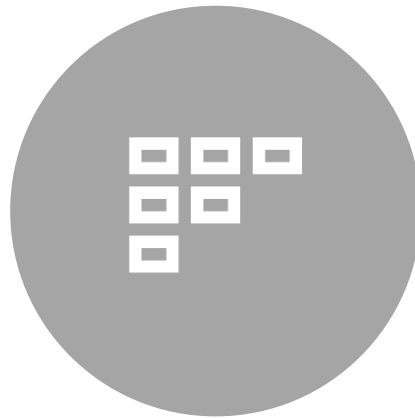


Engagement, Explore, Educate, Encouragement & Empowerment

Take some time to reflect and ask yourself these 3 questions...



WHAT SURPRISED YOU?



WHAT IS YOUR  
TAKEAWAY?



HOW HAS IT IMPACTED  
YOU?

More than  
words on a  
page....

- “..knowing I’m not on my own in which I’m feeling daily. It has helped me to manage my pain rather than dwell on it.”
- “..I learnt a lot of coping techniques which I now use every day.”
- “..it was interesting to learn how much of an impact pain controlled my life, it helped me understand how I can take some control back.”

More than  
words on a  
page....

- “..hearing from the rest of the group is humbling and inspiring.”
- “..I’ll be honest - I was sceptical before it started but I found it valuable and worthwhile.”
- “..I wish them the very best with their journeys (connections made).”
- “..although the programme cannot take away my pain, I have learned some coping strategies.”
- “..it has helped change his outlook and is focusing more on positives and what is in scope for him rather than the negatives.”

## Compassionate care....

“Throughout the 6-week programme they were all helpful, patient and respectful, it was clear (to me anyway) that they were interested in what we had to say and did not judge or push me into participating more than I wanted to, but still encouraged us to get across any opinions we had in relation to our individual situations. They were very clear about the purpose of the programme from the start and provided some good advice. In the follow up phone consultation with Scott, I also found benefit, and again Scott showed a high standard of care by providing a friendly, respectful and professional talk with me about other things I could try to help my situation, he did not try to rush through the call and gave me the time to talk through things and came across to be genuinely invested in what I had to say and the advice he gave. Lastly, I would also be grateful if you could pass on my thanks to Susan for recommending a book in relation to studies, I am currently undertaking, I have since bought it and it is a very interesting read and very relatable to my course. Overall, the service that your team provides is, in my view, very worthwhile and the standard of care, professionalism, and respect shown to me throughout has been excellent, and again I would like to express my thanks to you and the rest of the team.”

# Did it tick the box?



**"The programme you are running is the best thing I've been on in 14 years of pain."**



**"..very professional and extremely helpful and did not judge and made me feel very at ease as I was very nervous and worried."**



**"It was a great help talking about it and getting professional help."**



**"Great scheme/ programme – wish I had done this years ago."**



**"I found the programme very invaluable to myself, I felt at ease speaking and asking questions on my pain and medication."**



**He was positive about the MTD approach with access to three different HCPs at once and keen that we continue with the programme so future patients can also benefit. He has offered to "shout it from the roof tops" if needed.**

Small behavioural  
changes can have a  
lasting impact

Success is liking  
yourself, liking  
what you do and  
liking how you do  
it.

-Maya Angelou

