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Scottish Public Health Network (ScotPHN)

Health Care Needs Assessment of Adult Chronic Pain Services in Scotland:

Appendix 2 - Examples of Local Good Practice

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Examples of local good practice

This appendix contains brief summaries of the examples of local good practice which have been shared by NHS Boards and third sector agencies across Scotland. The summaries have been organised by levels in the current Scottish service model for chronic pain.

Local Support Groups & Sessions

Pain Association support groups and course

The Pain Association, a third sector organisation, provides both self-management groups and a course for service users with chronic pain. Service users can self-refer (or be referred by a health care professional) to the group. The group provides sessions on 12 self-management related topics, including pacing and dealing with flare ups, providing coping skill, strategies and empowering patient in relation to self-management. Groups are led by a Training Officer and is presented from a non-clinical perspective, based on the bio-psycho-social model of health. The group is run once a month with a rolling programme over the year. Board areas may have multiple groups running in different locations within the board. Service users may attend the group at different points, part of the group function is to provide peer support. The Pain Association groups are part-funded by the health board, funding agreements vary from yearly to three-yearly. <http://www.painassociation.com/>.

The Pain Association course aims ‘to change someone’s relationship with their condition’, in addition to providing coping skill, strategies and empowering patient in relation to self-management (REF: Pain Association evaluation report 2016-17). The course is run by an experienced trainer and is presented from a non-clinical perspective, based on the bio-psycho-social model of health. The course is more intense than the group and runs for five week (2.5 hours per week)¹. Service users have to be referred to the course by a health care professional, their information is then given to the Pain Association who invite them to a course. Since 2014, both primary and secondary care services receive feedback about service users’ attendance.

Grampian support group

Grampian Pain Support is a patient-organised support group that runs two sessions once a month in health service locations in Aberdeen. One session covers has a presentation on a subject relevant to chronic pain, and (when possible) a mindfulness or Qigong session; the other session focuses on peer support and shared relaxation

¹ With the exception of the Western Isles, where the course is run over two consecutive days – taking into account the island element of this location.

time. They also organise seasonal social events. The support group is supported by NHS Grampian through room provision and staff involvement on a voluntary basis.

Highlands support group

In the Highlands 'Let's get on with it together' (LGOWIT) is a partnership of third sector organisations, NHS Highlands, Highland Council and the University of the Highlands and Islands (<http://www.lgowit.org>). It runs both 'Living Better' support groups and self-management courses that are open to anyone with a long term condition. Patients can self-refer to the groups and courses. The support group provides peer support, self-management tips, speakers and activities.

LGOWIT runs self-management courses. The course runs once a week for over five weeks, and is run by a trainer living with a long term condition. They include the topics, managing change, activity and exercise, understanding pain and other symptoms. Courses can have up to 12 participants. They also run a 12 week course in partnership with a hospice in Inverness. They are currently piloting an induction session around the use of their self-management toolkit and plan, which will be rolled out across the Highlands for health professionals to be able to signpost to.

Affa Sair: Grampian based support group

Affa Sair (www.affasair.org) is a patient led group. They host a monthly support group and have a closed Facebook page for people with chronic pain. The support group is held in a community location and has guest speaker's talk on a range of topics relevant to those with chronic pain, for example exercise techniques, complementary therapy. Patients can self-refer to the group. They also organise seasonal social events. The group is supported by NHS Grampian through room provision.

Glasgow pain education classes

See below.

Level 1- Self-management

Pain Concern: Self-Management Pain toolkit for structured discussions in primary care

Pain Concern (a third sector organisation) have developed and are currently piloting a toolkit for staff working in primary care to facilitate supported self-management. The toolkit is an A4 booklet structured around four themes: 1. diagnosis, 2. the way I am feeling, 3. medication, and 4. changes to my life. The patient will have the booklet prior to their appointment, to look through and prepare for the appointment. Preparations include identifying concerns that are most important to them, considering what questions they have for the health care professional, thinking through some self-management tools, and consider areas for goal setting.

The aim of the booklet is to structure the consultation and is designed to fit within a normal appointment structure. The health care professional is provided training prior to the use of the booklet. The toolkit is being piloted by five sites, by a physiotherapist, two pharmacists and two GPs.

NHS Fife: Active options exercise classes

NHS Fife actively refer and link patients to 'Active Options' an exercise class programme run within Fife leisure centres. Patients can be referred from primary, or secondary, care. The exercise groups take place in the gym spaces as the current RIVERS Pain Programmes, and some additional community halls, so patients are already familiar, and comfortable, with the exercise environment. Locations are available across the whole region of Fife, to keep services as close to patients' homes, reducing travel. The gym instructors are trained in chronic conditions and more bespoke areas, specific to those attending. The classes are for patients with any long term condition, including Diabetes, Chronic Heart Disease, and Chronic Pain, amongst others. This provides an important stepping stone for patients, linking them in to other leisure classes or facilities.

NHS Greater Glasgow & Clyde: Pain Trainers

NHS Greater Glasgow & Clyde currently has four Pain Trainers, who deliver outreach pain education sessions in the community. The Pain Trainers are people with experience of chronic pain, who have attended the Glasgow 12 week Pain Management Programme. They have been trained by the Pain Management Team, and deliver single two hour sessions on pain management, in collaboration with Pain Concern and the Glasgow Pain Management Programme team.

The pain management session helps those attending to better understand chronic pain, provides tools that can help them manage pain better, and gives the opportunity for discussion with someone with lived experience of chronic pain. The sessions are hosted at six health centres across NHS Greater Glasgow & Clyde. They are advertised through the Pain Concern website and locally through leaflets at the health centres and nearby pharmacy's. The programme is funded by Pain Concern.

The scheme has links with Strathclyde University and in addition to the Pain Trainer, two psychology MSc students help deliver the session. The Pain Trainers have also given presentations at the NHS Greater Glasgow & Clyde Pain Management Programme, and the Scottish National Residential Pain Management Programme.

NHS Tayside: Standardised self-management resources

NHS Tayside carried out a review of all self-management resources available to patients, and from this, as part of the “books on prescription” initiative developed a core standardised list of chronic pain books which are now held in all public libraries in Tayside. The *Self-Management of Chronic Pain* patient information resource leaflet was standardised to provide all health care professionals with one core resource. These resources are used in line with SIGN 136. Patients can now be signposted to and access core self-management literature through a variety of media, their local library, patient information leaflets, online web based resources and direct face to face discussion with their health care provider. Our vision is to achieve accessible, standardised supported self-management resources for chronic pain management within primary and secondary care.

NHS Western Isles: Flexibility in providing pain management support in an island setting

In the Western Isles, the service has tackled difficulty for patients to access self-management support through having three groups, two based on different islands and the third through videoconferencing to another island. Flexibility has also been required in the provision of more intense pain management support, through the delivery of the Pain Associations intense course over two full days rather than sessions across five weeks. Therefore patients are making fewer journeys to access it.

NHS Western Isles have also focussed on information technology improving access to health service more broadly, with the ‘attend anywhere’ initiative providing VC services to health centres and even patients homes. Similarly the IT department have a bank of equipment to loan to patients who do not have their own, and they support them in using this equipment.

Level 2 - Primary Care

NHS Dumfries & Galloway: Mindfulness classes for patients with chronic pain

In NHS Dumfries and Galloway a pharmacist and nurse (both are trained mindfulness teachers) together run mindfulness classes for people with chronic pain. There are also mindfulness courses run for carers, organised through the health improvement team. The 8 week course teaches mindfulness, with the aim of using mindfulness techniques and practices to manage chronic pain and encouraging mindful living in day to day activities.

The class lasts 2 hours each week for 8 weeks and there is daily home practice expected as part of the course of about 20 minutes a day. About 16 patients can attend a course, and they are hosted in local community halls with easy access and parking. These classes are funded through the NHS and are widely advertised locally and information can also be accessed via the GP. An application form is required and a pre-course screening conversation will take place to ensure the suitability of the course for the individual. The class is available in the Dumfries and Nithsdale locality, with other mindfulness courses are offered more widely across Dumfries and Galloway.

NHS Highlands: Considering the environmental implications of prescribing

One way NHS Highland is starting to raise awareness of the environmental impact of medicines is in the development of formulary choices. The formulary takes into account standard criteria such as clinical effectiveness, cost effectiveness, and safety, but where there is more than one option then the environmental impact of the drug choice can be highlighted and the so prescribing decisions can take this into account. NHS Highland hopes to continue considering environmental impact in the formulary and will be engaging with the public and prescribers to raise awareness.

The preferred pathway for disposal of unwanted medicines in Scotland is to return them to a community pharmacy or dispensing GP practice. Medicine amnesties and waste campaigns, where people are advised they can take unwanted medicines to the pharmacy rather than disposing of them themselves, are a useful way of raising awareness. Such campaigns have previously been conducted in NHS Highland.

NHS Tayside: Development of teach and treat pharmacy

In an effort to enhance access to chronic pain management within primary care, the specialist level 3 pain service supported the NHS Education Scotland (NES) "Teach and Treat" initiative. This competency based programmed enables Pharmacist Independent Prescribers to develop the skills which allow them to deliver pharmacy-led, chronic pain medication review clinics, within primary care. A major aspect of the competency based programme is the focus on non-pharmacological management, alongside appropriate pharmacological management. GPs can directly

refer patients to this service, and patients who have been assessed in the level 3 specialist pain service can also be reviewed. This initiative aims to improve local access for patients, reduce demand on GPs and provide enhanced seamless pathways of care for patients transitioning between level 2 and level 3 of the national chronic pain model.

Level 3 – Secondary Care

NHS Ayrshire and Arran: Physiotherapy prescribers

The two chronic pain physiotherapists in NHS Ayrshire and Arran have both completed a course to become prescribers. This allows them to prescribe, but also enables them to advise patients to reduce or stop using medications, and discuss side effects of medications. Thus making the physiotherapy appointments more effective, as it is possible to combine physiotherapy with discussions around medication, rather than having to get the patient to see a doctor and the resultant delay. The health board funded this training.

NHS Borders: Pre-pain management programme 1 hour information session

NHS Borders regularly runs Pain Management Programmes (PMP). Within NHS Borders pain service the PMP is seen as an 'intervention of first resort', so if the consultant sees them at the first appointment and thinks they will benefit from the PMP they are invited to a pre-PMP information session. The information session lasts for one hour and covers the purpose of the PMP, an introduction to the staff, and includes a video of a patient volunteer talking about his experience of chronic pain and participating in the PMP. The session is held in a neutral venue within the hospital and there is tea and coffee provided at the end, to enable potential participants to talk to the staff informally and talk to other people with chronic pain. The session gives patients the opportunity to think through whether they would want to participate in the PMP. The feeling is that if people sign up for the PMP are more likely to complete the PMP, as they have realistic expectations prior to starting. In addition the development of the 'expert patient' and volunteer has been an invaluable part of the evolving of the PMP.

NHS Forth Valley: Joint addiction and pain clinic

NHS Forth Valley Pain Service runs a monthly joint addiction and pain clinic with a psychiatrist, for both opiate users with chronic pain and patients with chronic pain who have issues with iatrogenic opiate use. This service is hosted in the pain clinic with the aim of reducing potential stigma about attending to the clinic.

NHS Grampian: Telephone clinics prior to interventions

In light of the Montgomery ruling², they have introduced telephone clinics prior to interventions. Patients are phoned a week prior to an intervention, they are advised how the procedure works, its potential benefits and side effects, check their medical history in case anything has changed since they were booked in. Then the clinician can check whether the patient still wants the intervention, consents to it and can attend it. Patients are advised about the telephone appointment when informed of the intervention date. This has improved not only the patient experience by allowing them to reflect the need in their own comfortable environment but also theatre utilisation. Not infrequently, patients had improved with multimodal treatment, thereby not needing injections; some people deciding they don't want the procedure due to associated risks, and few people are either unavailable or developed a new medical problem, thereby improving their experience and delivered care.

NHS Highlands: Education session prior to treatment in the pain clinic

NHS Highlands runs education classes prior to patients accessing the pain service. It is a two hour session that covers information about the service and self-management. It is run by the Physiotherapist or Nurse, has up to 20 people per session. The sessions are run in multiple locations, to enable patients from the wide geographical area to more easily access them. If the patient is unwilling to attend an education session it may be that they would not be ready for self-management. There is a feeling that this reduces non-attendance at the clinic.

NHS Lanarkshire: Self-management course facilitated by chronic pain and MSK physiotherapists

Within NHS Lanarkshire, level 3 chronic pain physiotherapy lead a six week self-management course accessible to level 2 musculoskeletal (MSK) physiotherapy patients and level 3 chronic pain physiotherapy patients. The delivery of the course is by chronic pain physiotherapy in conjunction with two MSK physiotherapists who are trained to facilitate parts of the course. The group of physiotherapists receives group supervision with the pain service clinical psychologist once every two months. The group contents include graded exercise, pain science education, chronic pain models, activity management, relaxation, signposting to other relevant services and a medication talk delivered by pharmacy. The course has been running since 2012, is delivered across two venues and has been shown to improve self-efficacy and reduce disability. It currently runs approximately six times per year. MSK staff are encouraged to attend a course session, to discuss their potential patients with the physiotherapists involved and this means that chronic pain management is embedded within MSK physiotherapy.

² https://www.supremecourt.uk/decided-cases/docs/UKSC_2013_0136_Judgment.pdf

NHS Orkney: Training of day surgery nursing staff to provide Qutenza

To assist with the chronic pain service, but without employing a dedicated pain service nurse, a day surgery nurse is being trained to provide Qutenza, a capsaicin containing patch to assist with pain. The appointments for patients with chronic pain would be fitted in within the general day surgery service. Flexibility within and between services has enabled services to be provided.

NHS Shetland: Physiotherapy lead non-inflammatory joint injection clinic

NHS Shetland is utilising cross-over working to enable a specialist physiotherapist to host a non-inflammatory joint injection clinic at the local hospital. This benefits some patients with chronic pain as well as others pre-joint replacement.

Level 4 – Tertiary Care

NHS Lothian: EXPPECT Pelvic Pain Clinic

The EXPPECT Pelvic Pain Clinic provides treatment for endometriosis. It is the only specialist pelvic pain clinic in Scotland. This multidisciplinary clinic runs fortnightly, and has input from a Consultant Gynaecologist, Consultants in Anaesthesia and Pain Medicine, a Clinical Psychologist, a Specialist Nurse and a practitioner of Chinese Medicine. Referral needs to be from the gynaecology department and is open to (mainly) Lothian residents. The team are involved in research, around the causes of chronic pelvic pain, endometriosis symptoms and, in the development of novel treatment strategies. For more information please see the service website at: <http://www.expectedinburgh.co.uk/>.



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