

## Chronic Pain Service Survey March-April 2017

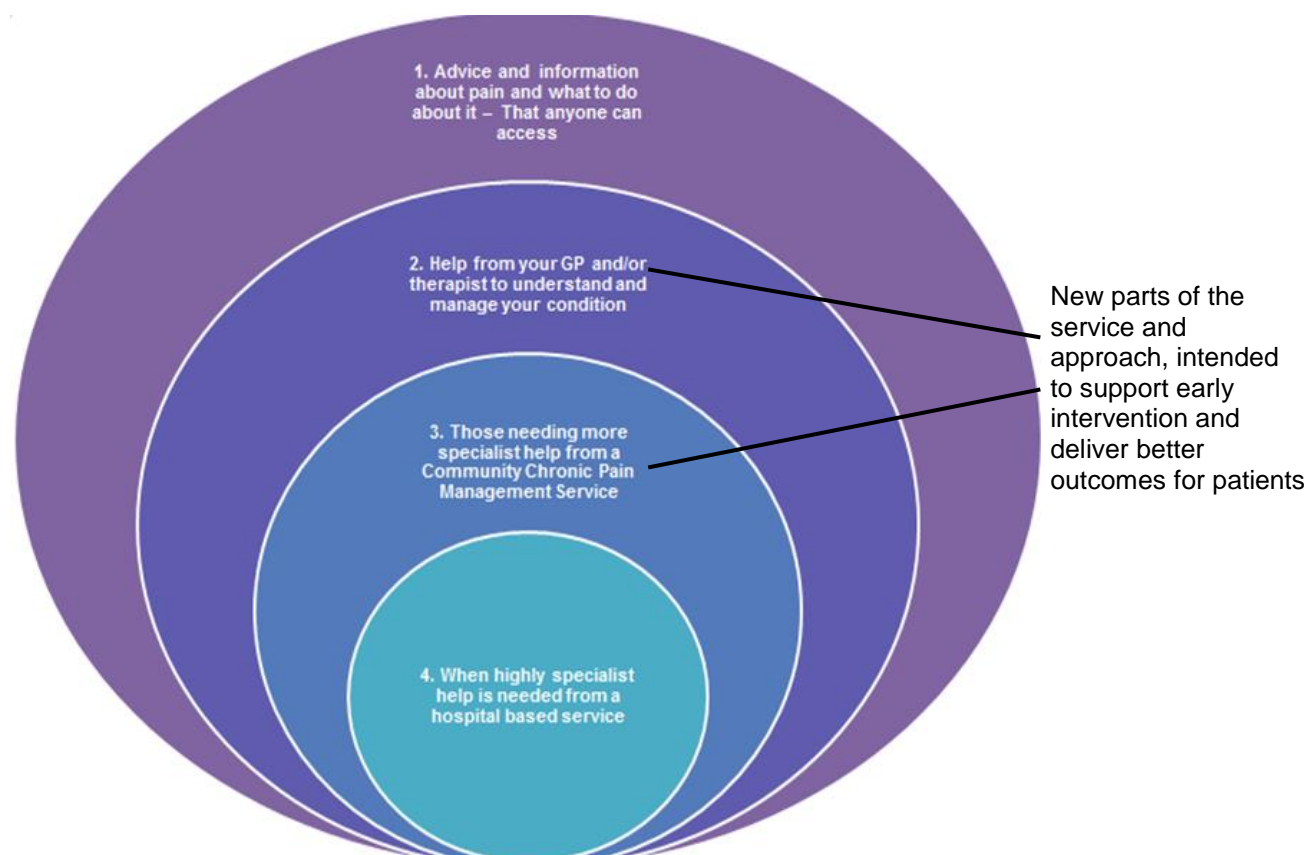
### What is chronic pain?

Everyone suffers from pain now and then. Pain 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.

### What are we planning to do?

Following engagement with patients and the public during 2016, we have taken on board feedback and have developed a proposal for a more joined-up service model to support people with persistent pain problems, taking into account their physical, psychological and social needs.

An outline of the proposed service model is shown below. Further information is included on the next page.



1. Advice and information will be available about pain and what to do about it, through a number of different ways that anyone can access. Examples include information on the NHS Choices website and advice offered by local pharmacies.

2. We plan to work with local doctor surgeries and community physiotherapy services to promote earlier access to support to help people understand and manage their condition, through a self-management pain programme. Supported self-management is NOT about you being left to manage alone. Supported self-management is about providing people with the skills, knowledge and tools to actively manage their pain, with oversight from qualified health care professionals.

3. Part of our proposal is to redesign and expand the existing community chronic pain management service, to enable more people to be seen in a community setting, thereby improving the waiting time for treatment.

The community pain management service will help people who suffer from persistent pain develop ways of coping and provide specialist help and support provided by a team made up of nurses, physiotherapists, psychologists and doctors who specialise in pain management.

The team will help people with persistent pain problems to:

- understand the biology of pain and that pain does not always mean harm
- improve your physical functioning through activity programmes
- reduce anxiety and low mood by teaching other ways of coping

These in return, can lead to a decreased reliance on medications so that they can have more control, feel confident and empowered which ultimately improves their quality of life.

4. People with complex needs requiring highly specialist help will be able to access hospital based services.

### Why we need your views?

We are seeking the views of services users, their carers and the wider public around the proposed changes. This will help us make sure that the new services meet the needs of patients and their carers.

**We value your views because they help us provide the services you need in the way you need them. Please take a couple of minutes to fill in this form and tell us what you think. You can also fill in this survey online here:**

**<https://www.surveymonkey.co.uk/r/PainServiceSurvey>**

**This survey is confidential and you don't need to fill in your name.**

**Are you completing this survey as:**

- A person with 'lived experience' of chronic pain
- A carer of someone with chronic pain
- An interested member of the general public

**1. Do you agree with our proposal to redesign chronic pain services**

- Yes
- No
- Not sure

**2. Please tell us why you gave this answer and share any other thoughts you have about the proposal?**

**3. How would you like to receive information about chronic pain and its management? *Please select all that apply***

- Leaflet (hard/electronic copy)
- Website/online tools
- Smart phone apps
- Social media
- From a professional
- From other patients

Other (please specify)

**4. What would make you feel more confident about self-management? *Please select the three most important to you***

- Understanding more about my condition
- Having personalised tools and information
- Being prepared for my care planning appointment
- Planning for my emotional as well as my physical health
- Planning with someone who is understanding
- Being involved in developing achievable goals and targets
- Meeting other patients with similar conditions
- Involving my family in my care plan
- Access support outside traditional working hours

**5. What might stop you from being involved in self-management? *Please select the three most important to you***

- Times/days of appointments
- Motivation
- Lack of information
- Low self esteem
- Lack of support from carer
- Lack of clinician understanding
- Lack of clinician empathy
- Lack of clinician time

Other (please specify)

How could we help to remove these barriers?

**6. In terms of interventions you use, how do they help your chronic pain? *Answer where applicable.***

	Helps reduce the intensity of the pain	Makes it easier for me to get around	Helps to improve my mood	Generally improves my overall health
Involvement in planning my care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-help tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychological interventions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. What **THREE** factors are most important when choosing the location of a pain clinic?**

- All services in one place in the County
- Choice of venues in different areas of the County
- Disabled access
- Good public transport links
- Nearby car parking
- Local amenities nearby (shops, cafes etc.)

**8. What days would be most convenient for you to attend an appointment?**

- Week day (Monday-Friday)
- Saturday
- Sunday

**9. What times would be most convenient for you to attend an appointment?**

- Morning
- Afternoon
- Early evening

Please return this survey by **Friday 28 April 2017** to;  
Pain Service Survey, NHS North Durham CCG,  
Rivergreen Centre, Aykley Heads, Durham, DH1 5TS

Thank you for taking the time to fill in this survey. We will provide an update about the outcome of this engagement in relation to services via our website as soon as we can.

**EQUALITY MONITORING**

As a public sector organisation, it is important that the NHS finds out how different people experience services. These next questions ask for some information about you but, you DO NOT have to answer any questions if you don't want to.

- Are you**
- A woman
- A man
- Transgender

- What is your age?**
- |   |  |
|---|--|
| <input type="checkbox"/> 17 years & under | <input type="checkbox"/> 18-29 years     |
| <input type="checkbox"/> 30-39 years      | <input type="checkbox"/> 40-49 years     |
| <input type="checkbox"/> 50-59 years      | <input type="checkbox"/> 60-69 years     |
| <input type="checkbox"/> 70-79 years      | <input type="checkbox"/> 80 years & over |

**Do you have any of the following;**

- Caring responsibilities for a family member, friend or neighbour
- Children under 16 years of age
- Work that involves shift patterns
- Work that in production or manufacturing
- How far from your home is your main work premises (approx.) \_\_\_\_\_

**Do you have a physical or mental impairment, which has lasted or will last at least 12 months and affects your ability to carry out normal day-to-day activities?**

Yes  No

If Yes, please indicate the nature of the disability; \_\_\_\_\_

### What is your ethnicity

These categories are based on the Census 2011 categories and recommended by the Commission for Racial Equality.

#### Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh

- Asian / Asian British
- Bangladeshi
- Chinese
- Indian
- Pakistani
- Other Asian background (specify if you wish):

#### White

- British
- English
- Gypsy or Irish Traveller
- Irish
- Scottish
- Welsh
- Other White background (specify if you wish):

#### Black, Black British, Black English, Black Scottish, or Black Welsh

- African
- Caribbean
- Other Black background (specify if you wish):

#### Mixed

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Other mixed background (specify if you wish):

#### Other ethnic group

- Arab
- Other ethnic group (specify if you wish):

Prefer not to say

### What is your religion/belief?

- No religion
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu

- Jewish
- Muslim
- Sikh
- Other (specify if you wish):
- Prefer not to say

### Which of these best describes you?

- Heterosexual/straight
- Bi-sexual
- Gay
- Lesbian

### Where do you live?

- Chester-Le-Street
- Darlington
- Derwentside
- Durham
- Durham Dales
- Easington
- Sedgefield