

All GPs in East Lancashire

Date: 26th June 2013

Dear GP

Important Changes to the Pain Management Service

You will be aware that we have recently been working with the Commissioners to develop a new Pain Management Service (PMS) to be piloted over the next 12 months. We are now in a position to re-publish our service. This letter is to outline the operational changes which will affect the way referrals are processed. Please note the name change from Chronic Pain Services.

From Monday 1st July 2013, the main changes you will see are:

- Enhancements of the Pain Multidisciplinary Team; additional staff have been recruited inclusive of Clinical Nurse Specialists, Physiotherapists, Psychologists, Occupational Therapists and Pharmacists.
- Referrals will go through a Clinical Assessment Service on Choose and Book to the Pain Management Service. (This will run the same way as the MSK service currently does in that the Hospital will arrange the appointment for the patient after the referral has been triaged).
- An electronic referral proforma has been designed to capture the relevant information (see attached). Referrals not on the proforma may be rejected.
- It is a requirement of the service that patients are provided with the Decision Aid to ascertain if the service would be appropriate for them (see attached).
- The triage process will be activated on receipt of the referral letter being attached on Choose and Book System. Referrals will be triaged in accordance with the referral criteria and directed to either Consultant or the First Contact Assessment Clinic. If, as a result of triage, it is evident that they would be better treated by another service, then the referral will be re-directed/rejected and the patient and referrer informed.
- The First Contact Assessment Clinics are in a multi-disciplinary format; non-consultant led, and will identify which professionals are best placed to provide management and treatment for the patient's condition.
- Consultant clinics will still be an option.
- Urgent patients: You must be clear on the referral proforma if patients are in the urgent category this includes:
 - a) Cancer patients not falling into the exclusion criteria where they require urgent injection therapy
 - b) Patients with fractured spine (dorsal or lumbar) who may need vertebroplasty
 - c) Patients with radicular pain (radiologically plus clinically abnormal findings)
 - d) Complex regional pain syndrome (CRPS), Reflex sympathetic dystrophy (RSD)
 - e) In-patients

- The new referral letter has a direct links to the following:

1. The Map of Medicine for

- Initial assessment and early management of pain
- Neuropathic pain
- Low back and radicular pain
- Chronic pelvic pain (for men and women)
- Chronic widespread pain, including fibromyalgia

2. Guidelines for pharmacological management of non-cancer pain (<http://www.elmmb.nhs.uk>)

3. NICE guidance for:

- **CG96** Neuropathic pain- pharmacological management
- **TA279** Vertebral fractures- vertebroplasty and kyphoplasty
- **IPG450** Percutaneous electrical nerve stimulation for refractory neuropathic pain
- **CG88** Low back pain: Early management of persistent non-specific low back pain

Operational Changes

Dates

- The indirectly bookable Pain Management Service will be available to attach your referrals to from Monday 1st July 2013.

Changes to Choose and Book Listings

The service will appear on Choose and Book under each site where triage is undertaken by the Multi-disciplinary Team

Triage Sites – Visible on Choose and Book
Burnley General Hospital
Royal Blackburn Hospital

Appointment Localities

• **Multidisciplinary Team**

If the referral has been triaged to the multidisciplinary team for a First Contact Assessment, the patient will be offered an appointment at either Royal Blackburn or Burnley General. Follow up appointments may be available at Rossendale Primary Health Care Centre

• **Consultant**

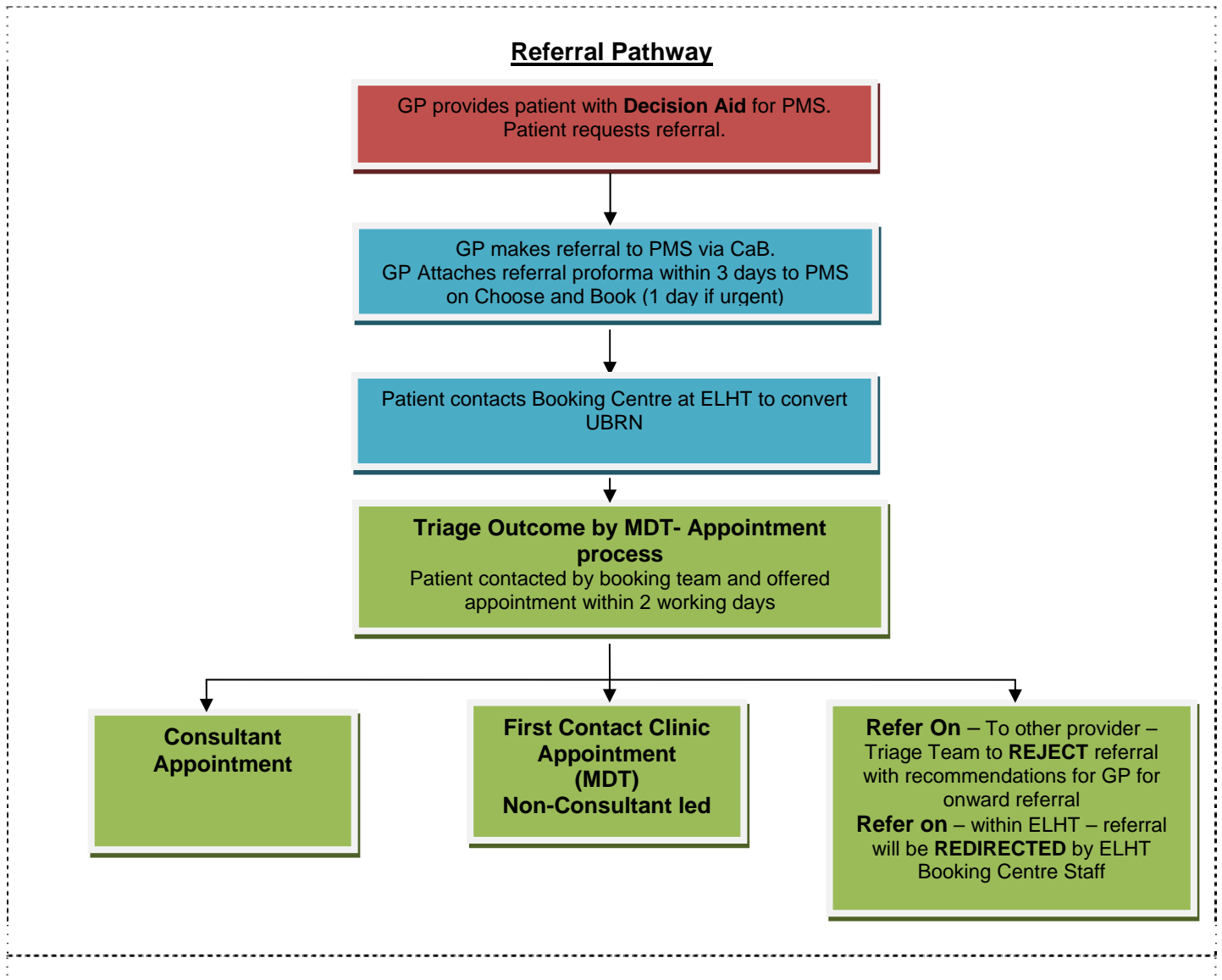
If the referral has been triaged to require a Consultant appointment, the patient will be offered a choice of Provider again. If the patient chooses to be seen at a non-ELHT site, for example Beardwood, Gisburne Park, Lancashire Teaching, Chorley etc, they will be informed that we cannot book an appointment date for them, that we will forward their referral on to their other Provider of choice.

Referring into the Pain Management Service

If you require a referral to the Pain Management Service, please refer by locating the service on Choose and Book at either Burnley General Hospital or Royal Blackburn Hospitals. Please attach your referral within **3** working days (routine requests), or **1** day for urgent requests. Once the referral is received by the Pain Management Service it will be triaged within 2 working days and directed initially to either Consultant or the First Contact Assessment Clinic.

Please Note:

The Pain Management Service will no longer receive referrals direct from GP's; all referrals **must** be indirectly booked through the integrated service.



Contact Details

Booking Team Tel Number: 01282 803761 or 01282 804496

The service is endeavouring to make these changes as seamless as possible and would ask that if you have any queries or concerns, then please do not hesitate to contact the Pain Management Team on Ext 01282 803556 or 01282 803176