

**WEST SUFFOLK  
COMMUNITY  
PAIN MANAGEMENT  
SERVICE**

**Supporting  
self-management  
in the  
Community**

## What is a community pain management service?

The community pain service has been set up for patients living in West Suffolk who experience persistent pain. Its aim is to support self-management and empower patients in the community rather than a hospital based setting.

This is an NHS service which has been designed to help people who suffer from persistent pain to develop ways of coping and self-management.

Our team includes nurses, physiotherapists, psychologists and doctors who specialise in pain management. You may be seen by one or more of our specialist team as we support you through your journey.

You can be referred as soon as it is known you are developing a persistent pain problem. Earlier access to assessment and support reduces the likelihood of the pain becoming a long-term problem.

People can be affected in many ways by pain as it causes difficult and distressing symptoms which can be complex.

### **Pain can affect:**

- **your mood**
- **diet and weight management**
- **levels of fitness**
- **the ability to work or concentrate at work**
- **relationships and social activities.**



## How can our service help?

It is not always possible to be completely pain free so our service takes a different focus. We aim to help you 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 you other ways of coping

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

### By the time you leave our service, we hope that you will:

- **be more skilled in managing your pain**
- **be fitter and have the confidence to become more active**
- **know different ways to relax**
- **feel your quality of life has improved**
- **have developed skills to cope with mood changes such as anxiety, depression, frustration and embarrassment**
- **be less reliant on medication**
- **feel more confident and in control of your health**
- **stay in work or support your return to work**
- **be aware of how and where to access additional support and resources**



## How is my appointment booked?

Our administration team will telephone you to arrange your first appointment. You will be offered a choice of appointment days and times.

Once an appointment is booked, you will receive a confirmation letter and a self-assessment questionnaire.

**Please complete the self-assessment questionnaire. Please bring the completed form with you to your first appointment.**

## What happens at my first appointment?

You will be seen by a member of the pain team who will use your completed questionnaire as a basis for discussion. The first appointment may include a physical examination, but this is not always necessary. The first appointment takes about 45 to 60 minutes.

The purpose of the first assessment is to identify with you the issues, concerns and problems that you associate with your pain and how these impact on your life.

You tell us what is important to you and the things that you feel you need to change.

Together we decide on next steps and what options we have to help you the most. We will give you an information leaflet to take away to think about them. We will briefly discuss goals at this point and give you a worksheet to help you to start to put a plan together to achieve them. Bring this with you to your second appointment so we can discuss the plan further.

After the first appointment, you will receive a letter from us that will summarise what we discussed and the options you have. A copy of the letter will also be sent to your GP/referrer. This may include suggestions about your medication that you should discuss with your GP.



## What happens at my next appointment?

The second appointment is where we will present the options available and you will choose which options best suit you. This will become your personal self-management plan.

## The services we can offer are:

- A half day comprehensive education workshop held in community settings; to increase your knowledge and understanding of pain and to teach you pain management strategies which can help you to more effectively manage your pain
- An individualised physiotherapy and activity assessment together with a programme of sessions to help you to increase your physical functioning and enable you to increase your activity levels.
- A pain medication education workshop to increase your understanding of the medications used in pain management; safety, effectiveness and long term effects are all discussed as well as what to do when considering reducing your medications
- Workshops of 3 sessions further focusing on more helpful ways to manage pain and its' effects on thoughts, feelings and behaviours, the relationship with yourself and others and moving towards living the life you value
- The opportunity to trial a TENS machine, with education and instruction on how use TENS, You can hire TENS from us; there is a £20 refundable deposit
- One to one support sessions –these can cover a variety of needs from medication support, education or more psychological support
- A six-week pain management programme – a 1 day per week course over six weeks giving combination of education and exercise to empower you to self-manage your pain condition with confidence (this programme does require you to have already completed some of the other sessions in the first instance).
- We also have a psychologist who works in the team who may offer individual support if needed alongside your other pain management choices.







## How long can I access the service for?

You will work with us in the pain service for up to 6 months. When you are ready you will be discharged back to the care of your GP. You will have an ongoing management plan that you will have agreed during the time spent within our service. The overall aim of the pain service is to equip you with the knowledge and skills to manage your pain condition with confidence in the future.

Should you experience further difficulties with your pain problem within 12 months of your discharge, you may contact the community pain management service to request a telephone assessment with one of our team.



## How to find us Clinic locations

We hold our clinics at Drovers House, Hillside Business Park in Bury St Edmunds Suffolk. There is available free parking on site. We have included a map to show you where we are and where to park. If you have any special requirements in terms of access, please let us know in advance so we can make suitable arrangements for you.

Drovers House is at 1 Hillside Business Park, Hillside Road, Bury St Edmunds, Suffolk, IP32 7EA. The premises has disabled access.

### Parking

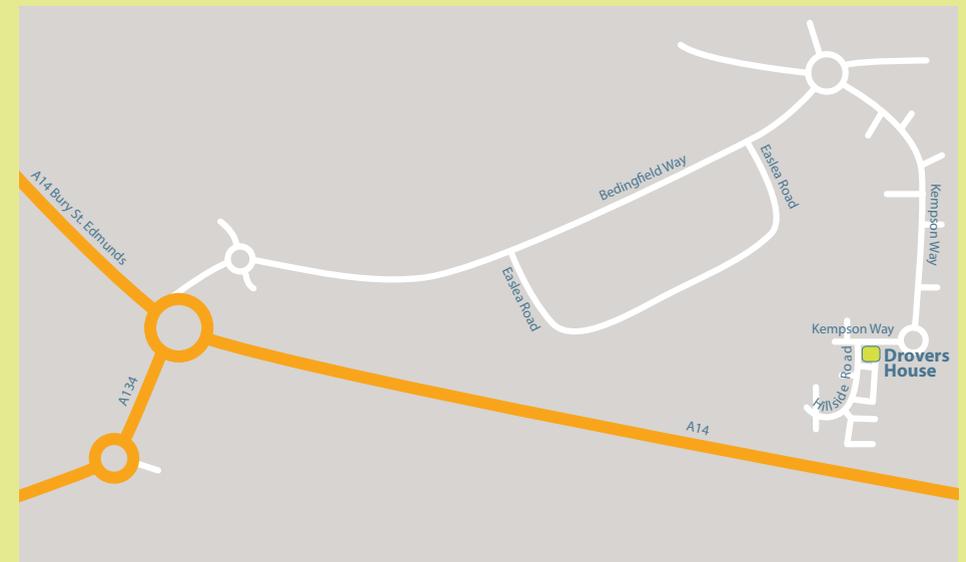
There are marked parking bays behind the clinic. The clinic is on your left hand side as you travel down Hillside Road.

### Public Transport

For bus information please visit [www.traveline.info](http://www.traveline.info) or call traveline on 0871 200 2233.

### Location of our pain education sessions

These are 3.5 hours and are run from Haverhill, Newmarket and Bury St Edmunds. We will inform you of the address of the venue when you have chosen your preferred location.



### **Useful websites for pain management**

[www.paintoolkit.org](http://www.paintoolkit.org)  
[www.painconcern.org.uk](http://www.painconcern.org.uk)  
[www.chronicpainsupportgroup.co.uk](http://www.chronicpainsupportgroup.co.uk)  
[www.britishpainsociety.org.uk](http://www.britishpainsociety.org.uk)  
[www.painsupport.co.uk](http://www.painsupport.co.uk)  
[www.healthtalkonline.org.uk](http://www.healthtalkonline.org.uk)  
[www.retrainpain.org](http://www.retrainpain.org)  
[www.paincd.org.uk](http://www.paincd.org.uk)

### **Specific Diagnoses**

[www.fibromyalgia-associationuk.org](http://www.fibromyalgia-associationuk.org)  
[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)  
[www.migranetrust.org](http://www.migranetrust.org)  
[www.backpain.org](http://www.backpain.org)

For more information, please call our  
Referral Booking Service on  
**0844 241 3313** or **01473 344930** – option 6.