

Leeds Community Health—PainSense Case Study

ADI Health—Leeds Case Study September 2015

Background to the PainSense Pathway

PainSense was introduced in May 2015 as part of the new care pathway for chronic pain by the three CCG's in Leeds, this covers 144 GP practices and serve a population in excess of 750,000.

Up until 2012 there was no dedicated community service for those people who live with chronic pain. This led to patients being referred into a multitude of different services such as MSK Physiotherapy, Orthopaedics, Rheumatology and Neurosurgery. These services often over medicalised patients care and failed to promote self-management, which is key for people living with persistent pain. The secondary care pain team in Leeds had a long waiting list and were unable to offer the non-interventional support needed due to the vast numbers of people referred in, and often these people were expecting interventional treatment such as injections.

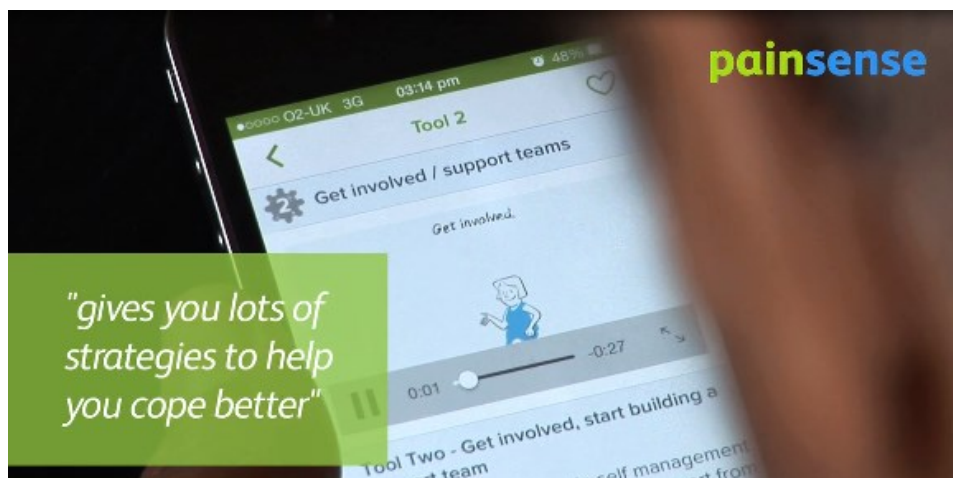
GP's tended to prescribe large amounts of analgesic medication including opioids which are expensive and not always effective, these can lead to addiction in some cases as well.

In 2012 the CCG's commissioned a new community chronic pain service for Leeds to fill the void to assist these patients to self-manage.

In the 2014 review of the pain pathway the CCG's were keen to include the use of digital tools to assist both clinicians and patients to improve self-management. The change in the pathway was aimed at further reducing referrals to the secondary care pain service, reducing A&E visits, GP appointments and a reduction in opioid prescription.

"I have introduced this app to several patients who have unanimously provided positive feedback and I am very confident that we will see improved outcomes for this cohort of patients"

- GP



PainSense User - Pain Toolkit App

Pain Toolkit app user experience:

- ⇒ 100% easy to use
- ⇒ Valued communicating this way
- ⇒ 100% would recommend
- ⇒ 80% improved outcomes

Impact of the PainSense Pathway

PainSense enables patients to send the services information regarding their condition prior to their initial face to face appointment. This allows the teams to triage the patients to the correct service (if community pain management is not suitable) and book them to see the most appropriate clinician within the service to set their care plan. This information syncs smoothly and securely into the patients care record through our links with inHealthcare.

Included in the Pain Toolkit app are two patient reported outcome measures (PROMs). These allow the services to provide details on the changes patients have during treatment, this is used to show their effectiveness to the CCG. The PROMs also allow the patient to track their own changes over time and treating clinicians can review the patient scores remotely allowing reviews to occur over the phone, this reduction of face to face consultations improves the efficiency of service increasing their capacity to see more patients and income generate.

A recent review of the statistics from Leeds have shown

- 40% of GP's are generating tokens to initiate the self-management process in primary care.
- 50% of patients are completing their assessments prior to their initial appointment, reducing the need for a screening appointment to set the scene and assist patients in completing the assessments.
- On average 300+ tokens are being generated a month.
- A 66% reduction of new patient referrals to the secondary care pain service per week
- The average number of appointments per episode of care is 5 including the initial assessment. This is a reduction in nearly 6000 outpatient face to face appointments a year in the secondary care service. For example, if each appointment was taken as £120 this equates to 720,000 saving on outpatient appointments alone, not including costs of interventions such as spinal injections.

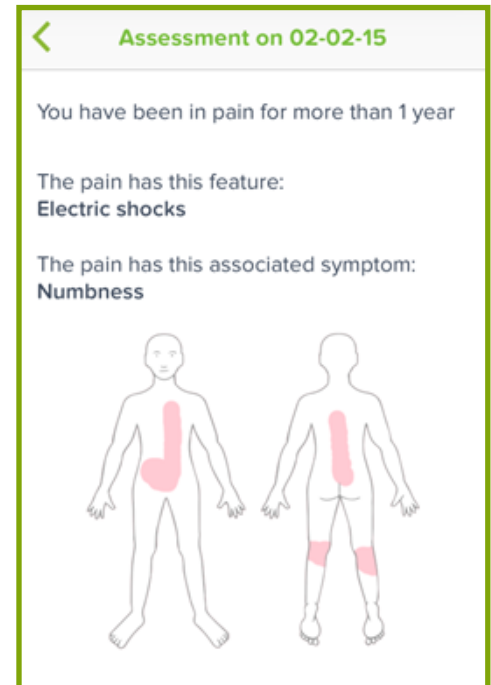
Patients Love PainSense

"it is a very slick way of collecting the information" (Specialist Pain Physio-therapist)

"Having a diary allows me to improve my understanding of what triggers my pain getting worse or better." (Patient)

"Allowing me to share the data reports to those who are part of my care team is great" (Patient)

"I've had a good look through this app - it's great. We will include in our help table for all to benefit from" (Expert Patient)



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