



Introducing a new model of care; management of patient waiting times in NHSGGC Pain Management Service



Rachel Wylie*, Jacquelyn Watson**

*Clinical Specialist Physiotherapist, **Clinical Nurse Specialist
NHSGGC Chronic Pain Management Service

Background

In mid-2019, the service had rising numbers of patients waiting over 12 weeks, with attempts to meet demand and patient expectations failing. A more sustainable and responsive model of care was necessary to meet the complex needs of the patient demographic and manage the demand and capacity mismatch.

Results

The introduction of PEIS, significantly reduced patient wait times, both pre and post COVID-19. There has been >30% increase in vetting rates to PEIS from initial conception to date, from 45% to >75% of all referrals received within the service.

Objectives

- Provide access to early group information prior to clinical assessment
- Ensure MDT vetting teams triage patients to this new model
- Reduce numbers of patients waiting over 12 weeks

Methods

Pain Early Information Sessions (PEIS) were offered to patients as a first point of contact within NHSGGC Pain Management Service – two stage with group information and then follow-up conversation.

Conclusion

In the midst of COVID-19 pandemic we have been able to remobilise and reinvent the delivery of a successful service model, with patients now waiting less time for intervention, and demonstrable staff confidence in its approach.

Relevance for patient care

Reduction of patient wait times ensures more timely access to specialist pain service support and the provision of early information encourages people to be involved in making realistic and informed choices about their healthcare.

Contact

Email: rachel.wylie@ggc.scot.nhs.uk



@rachwylie_ahp

