



# "What matters to you?" Can early pain information sessions (PEIS) improve patient understanding, experience and engagement with pain management services? A comparison of face to face and virtual delivery methods.

Rachel Wylie\*, Jacquelyn Watson\*\*

\*Clinical Specialist Physiotherapist, \*\*Clinical Nurse Specialist

NHSGGC Chronic Pain Management Service



## Background

A new model of care was established in NHS GGCH Pain Management Service to enable shared decision making and help manage patient expectations. This service model was adapted to respond to the virtual requirements of service delivery following COVID-19.

## Results

Initial patient feedback (219 responses) from satisfaction questionnaires was obtained for October 2019-March 2020 and compared with feedback (85 responses) from October 2020-March 2021.

- Good discussion
- Gaining information and support
- Feeling listened to

*"We all have different lives and what is important...so I appreciated re-focusing on what matters to me now"*

## Conclusion

We were able to remobilise the delivery of a successful service model, following COVID-19, which still demonstrates high levels of patient engagement and satisfaction.

## Objective

To ensure patients continued to move from dependent recipients of healthcare, to informed individuals.

## Method

Since 2019, PEIS has been offered to patients as a first point of contact with NHS GGCH Pain Management Service. Sessions are delivered one week apart, by existing staff.

- Session one – group based information.
- Session two – individual discussion about 'what matters to you' and expectations.

	Percentage patient response rate %	
	Face to face sessions	Virtual delivery
Usefulness of sharing "what matters to you?" with staff	96	71
Satisfaction levels of the information provided	89	89
Helpfulness of participating in the sessions before an individual appointment	94	76
Likelihood of recommending sessions to friends/family	93	74

- Better prepared
- Learned about the service
- Realised not alone
- Informative
- Felt more confident/hopeful

*"It opened up an alternative way to consider my issues and helped focus on being a bit more proactive + responsible for my wellbeing"*

## Relevance for patient care

Provision of early, low-cost, high-quality information enhances patient experience and provides effective care, despite the method of delivery.