**Pain Management**

<table>
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<tr>
<th>Type of protocol</th>
<th>Supported Learning</th>
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**Purpose**

The Pain Management protocol comes in two versions, intended respectively to support patients with chronic pain conditions who are:

- Attending a pain management course (the Pain Management Programme)
- Taking part in the remote Pain Management Plan, which involves use of a booklet and intermittent contact with the clinical nurse specialist by telephone (for those unable to attend the course)

Both protocols consist of:

- Reminders and reinforcement
- Monitoring use of techniques introduced by the course

**Anticipated Outcomes**

The anticipated outcomes of using the protocol are that course participants will:

- Feel more supported
- Make more use of pain management techniques between sessions and after the course ends

The anticipated outcomes of using the remote protocol are that it will combat issues resulting from long gaps between telephone contact between the clinician and the patient so participants will:

- Feel more supported
- Start using the course materials and try suggested pain management techniques more promptly
- Be more motivated to adhere to the course guidelines
- Be more likely to complete the course within the allocated 6 month period

Resulting in:

- Reduced waiting times (as a result of more timely completion of course)

**Corresponding national outcomes**

NHW = national health and wellbeing
HMHM = taken from the Scottish Govt.
HMHM logic model

Achievement of these outcomes would contribute towards:

- **Personal responsibility** (*NHW outcome*) – by assisting patients to take responsibility for self-management of their pain
- **Quality of life** (*NHW outcome*) – by improving pain management
- **Improved access to services** (*HMHM outcome*) – by reducing waiting times
- **Better adherence** (*HMHM output*) – by prompting and monitoring home practice

**Development and deployment**

Developed: Nov’15 to Jan’16
First patient signed up: Jan’16

**Patients to date:** 95

Remote protocol – developed: Feb’17
1st patient: Mar’17

**Patients to date:** 20

**Take Up**

![Pain Management Graph](chart.png)
## Florence Protocol Evaluation

### Pain Management

<table>
<thead>
<tr>
<th><strong>Pathway</strong></th>
<th>Use of Florence is an addition, which has enhanced the existing patient pathway for people attending the pain management course or using the remote pain management service</th>
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<tbody>
<tr>
<td><strong>Enrolment process</strong></td>
<td>Patients attending the course are given the Florence leaflet and consent form and asked to complete it and return it to the course facilitator. Patients using the remote pain management plan are enrolled during their initial meeting with the clinical nurse specialist</td>
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</table>
| **Timescale and costs** | Duration of protocol = 12 weeks  
Average cost per patient per month = £0.68  
Average overall cost per patient = £2.04 |
| **Monitoring** | The protocol asks about participants’ home practice on 5 occasions, use of relaxation (x2), pacing (x2) and continued use of pain management techniques (x1)  
Reviewing a snapshot of patients found that almost all of the patients answered these questions each time. |
| **Patients’ views** | Responses from 40 patients, out of 73 sent the text message survey (response rate = 55%) – a moderately good response rate  
- 98% would recommend Florence to other people in their circumstances  
- 86% felt the text messages from Flo had helped them keep practicing their pain management strategies  
- complete, and get the most out of, the mindfulness course? (n=8) |
| **Text message survey** | Responses from 19 patients, out of xx sent the questionnaire (response rate = xx%)  
- 100% found Florence easy to understand  
- 79% found Flo helpful and supportive  
- 47% felt Flo had helped them understand and manage their own health |
| **Paper Questionnaire A** | Responses from 11 patients, out of xx sent the questionnaire (response rate = xx%) – a moderate response rate  
- 100% found Florence easy to understand  
- 82% found Florence supportive and that Florence helped them remember health information and advice  
- 73% found Florence encouraging and 64% found it informative |
| **Free text comments** | **Florence provided useful reminders**  
Timing of texts was useful. Gentle reminders to keep me on track (P.6)  
Reminds me and grounds me, for "me" (P.3)  
It was a great reminder for me as I forget (P.16 - remote)  
I liked the fact that Flo would gently remind me to pace, relax and re-focus (P.18)  
Made you remember certain things (P.2)  
Reminding about staying positive (P.4) |
| **Paper Questionnaire B** | **Florence provided support**  
I felt supported. When I was feeling down and stressed and felt no-one cared texts from Flo would give me a lift and a reminder of what I learnt and things to do. Wonderful service provided. 5* from me. (P.7)  
It felt like someone cared (P.15) |

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Joanna Gilliatt  
18.07.2018
# Florence Protocol Evaluation

## Pain Management

<table>
<thead>
<tr>
<th>Impact of using Florence</th>
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<tbody>
<tr>
<td>Receiving regular reminders and health tips is reminding me to take more responsibility for my own healthcare (P.8)</td>
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<tr>
<td>It DID remind me to practice what I'd learned. I try to relax more. I try to pace myself more (P.28 – remote)</td>
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<tr>
<td>Keeps me part of a process (P.1)</td>
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<tr>
<td>Helped me to get into habit of daily relaxation exercises. Didn’t really affect my pain levels per se but did get me set for ½ hr of calm each day. (P.27)</td>
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<tr>
<td>Helps keep on top of pacing and reminds to be doing better job of being on top of regime re pain or not overdoing things (P.22 – remote)</td>
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<tr>
<td>Made me aware of my situation and to take a look at how I was managing the day (P.24 – remote)</td>
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### Suggested Improvements

- It seemed focussed on a few things when Pain Management Programme covered many different aspects. (P.27)

- In my opinion messages should be sent more frequently. Even a few times a day as when you are struggling with the pain you need to be reminded constantly about proper breathing and relaxing plus stretching. (P.4)

- Less assessment, more encouragement, support for longer. (P.12)

- When course is done, she can send a few more after to show she is still there. Cos depression last more than a course. (P.17)

- As a pain management patient and someone with life-long problems I just wish Flo was a life-long product. I just wish that Flo was a continuous thing. After a few weeks the messages stopped so as a patient I slipped back into old habits. (P.18)

- I kept getting questions from Flo weeks after the last Pain Management Programme session. Pretty sure that wasn't intended. (P.27)

## Case Studies

### Patient A – Remote

Jo has fibromyalgia, a long-term condition that causes pain all over the body. She has used Florence to help prompt her to complete her plan strategies and to follow advice between calls. Jo reported that the texts make her feel more focussed, as she usually struggles with remembering things. Although Florence has been mostly successful for her, she did report that some days she finds it painful to hold her phone.
# Florence Protocol Evaluation

## Pain Management

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<tr>
<th>Patient B - Remote</th>
<th>Alice is a friend and colleague of mine (Clinician C6), who suffers from chronic pain. Alive agreed to sign up to Florence when we were trialling it as a favour to me, she did not believe it would help her at all as she has tried many things in the past with no luck. When the first text arrived from Florence it reminded Alice that she had left her workbook in her car. This prompted her to get the book and start to engage with it. She started to find Flo really useful in helping her manage her pain and is now her biggest fan.</th>
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<tbody>
<tr>
<td>Clinicians’ views</td>
<td>The clinician’s views:</td>
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<tr>
<td>Interview</td>
<td>“I have absolutely nothing negative to say about Florence. My patients are very receptive to the idea of Florence – I’ve had about 20 patients doing the long distance plan and 15 of those have signed up to Florence” C6</td>
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<td>“Patients don’t always have a good enough phone signal to use Florence and sometimes we find the patients distrust technology” C6</td>
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<td>At the time of the interview between C6 and FMJ, 15 out of the 20 (75%) distance patients were signed up to Florence. C6 explained that remote patients get an initial one-to-one session, then follow–up calls every four or five weeks. Prior to using Florence, the clinician would make their first phone call to the patient and find that they had not tried any of the suggested techniques, or read much of the literature. This would inevitably lead to the patients taking longer to complete their Pain Management Programme, therefore increasing waiting times for other patients.</td>
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<td>“I felt like I was losing a whole month with these patients” C6</td>
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<td>Clinician C6 feels that Florence has helped to combat this issue:</td>
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<td>“No one has said, since they started getting those texts, that they haven’t done anything in that first month.” C6</td>
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<td>C6 believes using Florence could help reduce patient waiting times, as Florence supports patients to adhere to the Pain Management Plan in between one-to-one and phone call appointments. Patients would then complete the plan within the allocated time period, allowing new patients to be seen earlier.</td>
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## Assessment

### Challenges:
- Poor mobile phone signal in some areas
- Some patients would like the protocol to include more messages, but there is no consensus about this
- The number of patients using the protocol will always be quite small, since it is only suitable for those attending the Pain Management Programme (or being given remote support on the Pain Management Plan)
- There is no Florence protocol for other patients with chronic pain

### Successes:
- Florence is used by clinicians to remotely monitor symptoms in a cohort of patients who previously had little contact with the Pain Management Team
- Reduced waiting times for patients to start the remote Pain Management Plan
- Quality of contact improved
- Patients feel more supported
- Increased adherence