

Pain Management Service at the Astley Ainslie Hospital

Information for patients

Why have I been referred to the Pain Management Service?

Your GP/Consultant has referred you to the pain management service as you are currently experiencing chronic/persistent pain. This is pain that has lasted for more than 12 weeks. You may have tried many treatments with no improvement in your level of pain. You might also be feeling down, alone, or that your family and friends do not fully understand.

What is pain management?

Pain management aims to help you adjust to living with persistent pain and can help improve your quality of life despite the pain. Pain management helps you to think about the areas of your life that pain has affected, such as day to day function, work, family, activity and mood, and how these could be improved. Research tells us that pain management programmes are helpful for people with persistent pain.

How could pain management help?

- Improve your understanding of pain
- Help reduce fear around physical activity
- Help address the impact pain has on your mood
- Improve your quality of sleep
- Learn relaxation skills to manage stress and pain
- Help friends and family understand your pain.

What should I expect during a pain management assessment appointment?

- You will be assessed by a specialist pain Physiotherapist or Psychologist
 - Due to current COVID-19 restrictions, your appointment will be carried out by telephone or by "Near Me" video link
 - Please make sure you are somewhere quiet when you 'attend' your appointment so that background noise is limited
- Your appointment will last approximately 50 minutes
- You may wish to have a family member present during your telephone or online appointment
- We will discuss how this service might help - you may be offered to attend a pain management group.



If you are unable to access our services online (e.g. No internet access/ no computer or smart phone) then you may be offered a face to face appointment as the service allows.

Where is the pain service located?

Please note: If you are able to use an online/telephone appointment, you will not need to attend the department. However, if this is not possible or a physical examination is required, limited numbers of face to face appointments can be made available.



The Pain Management Service is based at the Astley Ainslie Hospital in Edinburgh.

To contact us please call **0131 537 9128**.

While you wait for your appointment

The Pain Management service has a website with useful information. You may wish to access this before your first appointment:

<https://services.nhslothian.scot/painmanagement/Pages/default.aspx> (alternatively, search 'NHS Lothian Pain Management Programme')

Who do I contact if I cannot attend?

Please call us on **0131 537 9128**. The service has a 24 hour answer machine.

What happens if I do not attend or cancel my appointment?

If you fail to attend an appointment (DNA or did not attend) which you have agreed you will be removed from the waiting list. If you still would like to be seen, you will have 4 weeks to contact the service from the date of your appointment and you will be added to the waiting list as of the date you phone.

If you fail to contact the department within this time, you would need to be referred again by your GP.

If you cancel 3 appointments you will be unable to re-arrange another appointment. Clinical advice will be sought as to whether another appointment should be offered. If the decision is no, you will be discharged from the service and removed from the waiting list.

If discharged, you can be re-referred by your GP.



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