



East Lothian Physiotherapy Pain Management Service

Information for patients

What is Pain Management?

Our pain management service supports individuals living with constant pain. Our service aims to help you explore ways of reducing the impact pain has on your quality of life and engage in the areas of your life that are important to you, given your ongoing pain.

Persistent pain can be very frustrating and can prevent you from doing the things you enjoy. People tell us that their pain causes them to reduce their activities and can make them feel unhappy. When assessing how to manage your pain within the Pain Management Service, we look at all of you as one person.



Our service aims to support you to gain a better understanding of your pain so that you feel empowered to self-manage your pain, which will in turn improve your quality of life.

Meet the Team

Our team consists of a Specialist Pain Physiotherapist and Exercise Specialists. We work together to ensure you are receiving the best care according to current research. We also work closely with other healthcare providers and community groups.

What will happen next?

If you would like to attend our service, please phone the Appointments Office on the number detailed within this letter to arrange an appointment.

On your first appointment, a Specialist Pain Physiotherapist will assess you. Your initial assessment will last approximately 1 hour. This will help us understand more about how your pain is affecting you. You will receive a clinical examination during your assessment, either on your first or second visit.

We will then talk with you about different management options tailored to your individual needs.

We look forward to meeting you and working with you.

If you are unable to attend

The most important thing is that you feel ready to work in partnership with the Service. If you do not feel ready to engage with us, your referral will be returned to your GP who will continue to monitor you. If, at a later date, you feel that you would like support from our Service, please ask your GP to re-refer you.

You may receive a text reminder for your appointment.

If you cannot keep your appointment, or have been given one that is unsuitable, please change it by phoning us on: **01620 642920**

Lines are open Monday to Friday **8:30am to 4:30pm**. You can leave a message out with these times. Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

We try to see as many patients as possible. To help us do this, we may have to discharge you from Pain Management if:

- If you do not attend your first appointment
- Once you start treatment, if you do not attend an appointment and do not contact us within 4 weeks
- If you cancel more than 3 appointments, you will not routinely be offered another appointment and may be discharged from Physiotherapy.

Further information

Physiotherapy staff are there to help you. Please do not hesitate to approach any one of us for assistance at any time.

Helpful Websites:

- Ten Footsteps to Living Well with Pain: livewellwithpain.co.uk
- Flippin' Pain: flippinpain.co.uk
- Retrain Pain Foundation: www.retrainpain.org



Public Transport and Travel Information

Bus details available from:

Lothian Buses on **0131 555 6363** or www.lothianbuses.co.uk

Traveline Scotland on **08712002233** or www.travelinescotland.com

Train details available from:

National Rail Enquiries on **03457 484 950** or www.nationalrail.co.uk

Patient Transport

Patient Transport will only be made available if you have a medical/clinical need. Telephone **0300 123 1236** *calls charged at local rate up to 28 days in advance to book, making sure you have your CHI Number available. Hard of hearing or speech impaired? Use text relay: **18001-0300 123 1236*** (calls charged at local rate). To cancel patient transport, telephone 0800 389 1333 (Freephone 24 hour answer service).