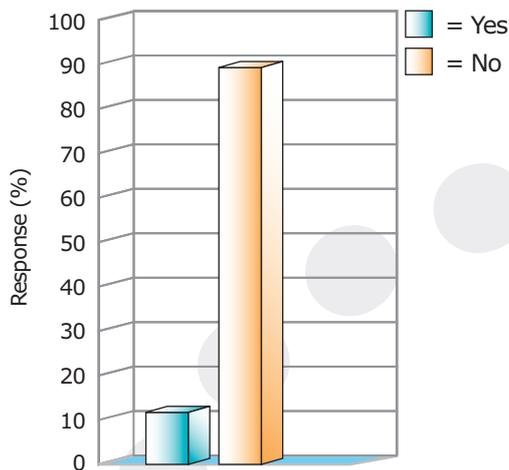


Promoting Self-Management

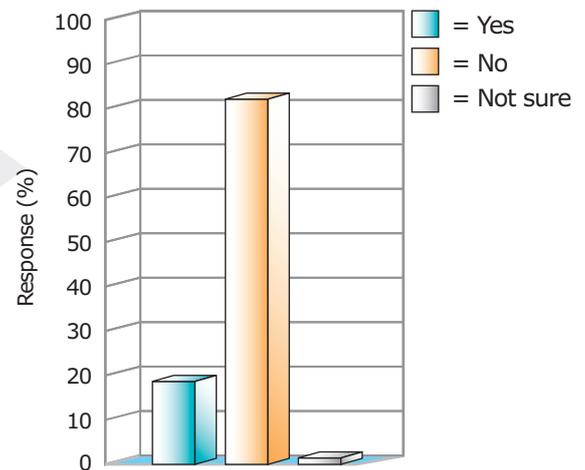
Delivering immediate advice to patients pays dividends

BACK PAIN INFORMATION PACKS

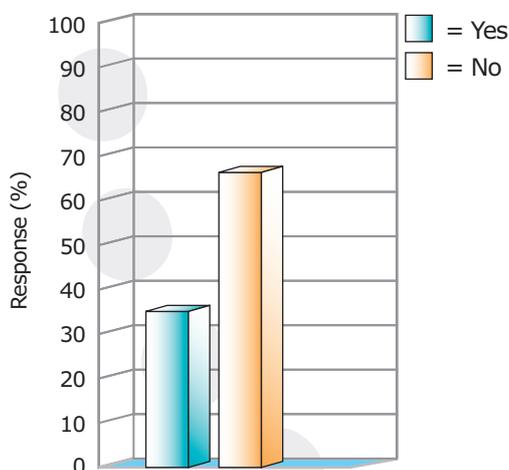
Patient Survey taken 6 months from receipt of pack



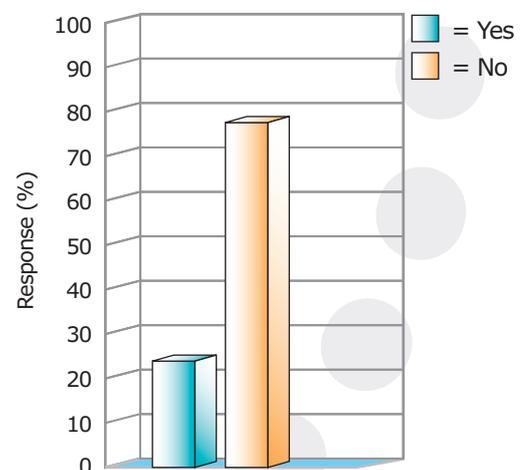
1. "Had you received any written information before you received the pack?"



2. "Have you been prescribed extra medication for back pain since your pack arrived?"



3. "Have you been referred to Physiotherapy or the Hospital due to back pain since you received your pack?" (A number of patients were routinely referred at initial consultation)



4. "Have you seen your GP for back pain since your pack arrived?"

This follow-up survey was conducted to give an indication as to the benefits of providing patients with written advice and guidance. It also highlights that such written information is not routinely provided in accordance with NICE and The Musculoskeletal Services Framework recommendations.

2nd Survey — Patient Testimonials

Mrs A. – Weymouth

'Definitely worth having the pack – thank you.'

Mrs I. – Weymouth

'I have found the "Back Pack" incredibly useful although I am still in pain and find activities difficult to do when the pain is at its most, I have persevered and it is paying off. I am more mobile than I was.'

Mr O. – Weymouth

'Thanks for the pack, it's useful, keep up the good work, I wish that you were around when I was younger.'

Mrs S. – Portland

'I found the pack helpful and following its guidelines has relieved some of the pain, I think your service should continue especially for people like me who cannot afford to pay for services outside the NHS.'

Mrs S. – Bournemouth

'Since increasing my exercise regime, there does seem to be some slight improvement, although I do think it is going to be a slow road, as it was over a long period of time that the pain had been ignored.'

Mr W. – on behalf of his wife – Sherbourne

'Your booklet was extremely informative and helpful and I am sure that using some of your advice has greatly helped her back to recover.'

Mrs D. – Swindon

'The pack was interesting and helpful.'

Mrs G. – Swindon

'Your pack was most informative.'

Miss N. – Avebury

'I found your information helpful and reassuring. I have kept it in case anyone should need it in the future. It gave me confidence to keep fitter and strengthen my back etc. I am so much better now, haven't had backache for a long time now and won't panic if it returns, as I know how to deal with it.'

Miss T. – Salisbury

'I found the information very helpful and incorporated several exercises into my current physio stretches. It helped me to understand back problems and to accept it as a part of life. Thank you.'

Mrs B. – Aylesbury

'Found the pack very helpful and interesting in how you can actually help yourself.'

Mrs H. – Aylesbury

'I have been busy exercising, breathing, relaxing, brain training and re-educating my body, thanks to your pack. From my experience, speed of treatment is essential and I thank you most sincerely for your instant response to my request for information. I am doing so well.'

Ms W. – Buckinghamshire

'The literature was extremely helpful with my long term back problem – I have reduced the amount of medication.'