



# Wellmind Health

## Pathway through Pain at Circle Health

An independent healthcare provider successfully embeds the digital course into their existing Pain Management Programme to better support its chronic pain patients

### CLIENT



Health Group

Circle Health

Contact:  
Chetan Gulati  
APP Pain Team Leader

### CHALLENGE



Provide a blended care solution as an alternative to face-to-face only consultations

Ensure that data on patient progress can be tracked and integrated with patient records

Provide a high-quality service within budgetary constraints

Address patient waiting times during COVID restrictions

### SOLUTION



NHS-approved digital Pain Management Programme, seamlessly integrated with the existing Pain Service

Accessible and on-demand web-app solution, compatible with all devices, including smartphones

Clinicians able to monitor patient progress in detail and clearly measure effectiveness

### OUTCOMES



Improved accessibility, flexibility, and choice, especially helpful for patients with time constraints or mobility issues

20% average health improvement  
19% reduction in patient depression  
17% reduction in patient anxiety

Significantly reduced clinician consultation time and patient treatment waiting times



*"The figures are at par with any of the pain management programmes running, or slightly better. The advantage of this kind of technology is that you don't have to see the patient every week - there is simply less of a requirement for direct patient contact. While closely monitored by their clinician, patients are empowered to learn and self-manage."*  
Chetan Gulati, APP Pain Team Leader

## Summary

Circle Health Group is one of the largest independent healthcare providers in the UK, with 53 independent hospitals, rehabilitation services and care programmes.

In 2020, the organisation recognised a clear need to augment their current Pain Management Programme (PMP) with a digital solution that would be easy to engage with and would serve a broad range of chronic pain sufferers.

Pathway through Pain was trialled and rigorously assessed in terms of both clinical requirements and cost effectiveness. Having satisfied these, the course was integrated into Circle's PMP, involving a seamless and secure data connection to incorporate individual patient data into Circle's internal patient records.

The course content, delivered by recognised experts, was found to cover both anatomical and psychosocial issues commonly faced by pain sufferers. Ultimately, the clinicians tasked with testing the program were asked whether they would recommend it to somebody they knew but could not see face to face.

Circle Health found the Pathway through Pain course to be uniquely positioned to support pain sufferers during the COVID pandemic and now, with hundreds of patients benefitting from the value it continues to deliver, the course is now a default part of the PMP offered to all Circle Health chronic pain patients.

## Patient Feedback

*"Not so long ago I would have believed that pain was pain, and no amount of thinking would help. Well, I am happy to say that I entered the course with an open mind and found it extremely helpful and it makes a difference to my daily living."* Alison

*"Excellent resources are included in this course and are available indefinitely."* Richard

*"The course has given me a clearer understanding of chronic pain and pain management and the effect my thoughts can have on my pain levels. I now feel more confident that I have the tools to help me. I wish I had done this course before."* Sharlene

*"Having all the facts and understanding what to try physically with the right mind set is invaluable. Thank you so very much for putting together this course, knowledge is power and it has enabled me to be excited about the future. I am also looking forward to trying different exercises and meditations etc. to maintain my progress."* Linda

*"When I first heard about this course, I was in some doubt that it would actually help. Surprisingly, I am happy to say this course has been enlightening! I have thoroughly enjoyed the expert videos and the helpful tips. The course is easy to do and manage at one's own pace. I would highly recommend that others who suffer from chronic pain try the course."* Amara

*"Pathway through Pain is what I call 'a strong tool', one that we can trust. Our clinicians, technology and projects team have all been involved in its onboarding, so we are very clear about its value. We're really pleased to have it available now as an integral component of our pain service."*

Chetan Gulati. APP Pain Team Leader

