



Enhancing pain management programme with digital delivery

Supporting chronic pain patients on the Isle of Wight with more choice and personal control

THE SERVICE

NHS
Hampshire, Southampton and
Isle of Wight
Clinical Commissioning Group

Chronic Pain Programme
Contact: Donna Claydon,
Senior Commissioning
Manager

CHALLENGE

High demand and limited
service capacity
Time-consuming consultations
and interventions
Protracted patient waiting
times
Effective, accessible, high-
quality alternative sought
within budgetary constraints

SOLUTION

An online Pain Management
Programme, easy to integrate
with the existing pain service

NHS DTAC Certified

Simple to follow and easy to
access from all devices with no
time limits or restrictions

Clinicians able to monitor
participants' progress and
measure effectiveness

OUTCOMES

Significantly reduced clinician
administrative time and patient
treatment waiting times

Improved service capacity,
accessibility, flexibility and choice

Patients empowered to take control
of their treatment

17% Average Anxiety Reduction
12% Average Health Improvement
13% Average Depression Reduction



"The online service quickly became an important part of the pain management programme, sometimes as a stand alone intervention and sometimes alongside other courses of treatment."
Katie Clough. Physio & Community Outpatients Lead & Advanced Practitioner Physio. IOW NHS Trust

Summary

Isle of Wight NHS CCG Pain Management Service has been offering Pathway through Pain to its patients since 2017. The online programme delivers expert teaching, guidance on physical exercises, and mental health support for those dealing with chronic pain.

"We've seen demand on our services increase, especially following the Covid-19 lockdowns. MSK conditions have increased as more people have been sedentary and fewer people have been going to their GP until later in their condition development – partly out of concern regarding Covid-19 but also due to the overwhelming support residents have shown to help maintain NHS capacity at this time. After months of this, conditions have become more frequent and are of higher complexity."

Donna Claydon, Senior Commissioning Manager

Engaging with this digital solution has enabled suitable patients - higher volume, lower complexity cases - to receive immediate, generic guidance to help them self-manage their conditions. In the context of limited service capacity, this additional channel of support has significantly reduced patient waiting times and reduced the overall workload of staff.

Participants continue to show measurable, positive outcomes on completion of the course when utilising the embedded clinical assessments (GAD7, PHQ9, ODI and PSEQ). They report improved mobility and increased quality of life, as well as reduced scores for anxiety and depression.

Medical staff particularly appreciate that the online platform enables a detailed tracking of patient engagement and outcomes, something that many other services are still unable to provide.

Patient Feedback

*"The different tasks were all **most useful** and have helped me considerably. **I would recommend the course** to anyone who suffers from chronic pain." Elizabeth*

*"At first I was very sceptical about the benefits of an online course and how it could possibly help me. I have been **pleasantly surprised** with the contents, explanations and ideas that have **already made a difference** to how I manage my pain." Lynda*

*"Pathway through Pain is **a breath of fresh air**. This course has helped me each and every day through a difficult time. **I feel empowered** and able to manage things so much better." Frankie*

*"The meditation has been **really useful**. I have definitely felt an **improvement in my movements**. It's really helped me **sleep better** so I feel I have **more energy**. It definitely has helped me with my overall pain and **mobility**." Anna*

"I have enjoyed this online course and the videos feel like I am in my own consultation." Alison

"I've had some good feedback from patients. It's particularly helpful as a precursor to a pain clinic referral as it's something they can start on immediately and I don't feel like I've just left them waiting."

Katie Clough

Physio & Community Outpatients Lead & Advanced Practitioner Physio

