



**East Kent
Hospitals University**
NHS Foundation Trust

The Kent Centre for Pain Medicine and Neuromodulation: Your outpatient appointment with the Pain Clinic

Information for patients

You have an appointment with the **Pain Management Clinic** at The Kent Centre for Pain Medicine and Neuromodulation. The purpose of this leaflet is to provide some information about this service and what will happen during your appointment. If you have any questions, please speak to your GP or other relevant health professional.

Welcome to the Pain Clinic

The Kent Centre for Pain Medicine and Neuromodulation offers help to patients suffering from long-term pain. We aim to improve the quality of our patients lives by helping them to control and manage their pain. We work with our patients by encouraging them to actively take part in the decision-making process regarding their treatments. We may not offer you a cure for your pain, but we will try to help you to manage it. Patients are referred to the service by their GP or hospital specialist.

The best results for treating chronic pain conditions are usually achieved by a team of several different healthcare professionals. The Kent Centre for Pain Medicine and Neuromodulation runs a multidisciplinary service. Our service is consultant-led, supported by a team of clinical nurse specialists, pain psychologists, and an occupational therapist.

Working with all members of the pain team, we develop a management plan that addresses the emotional as well as the physical well-being of our patients.

We aim to provide you with the skills you need to manage your pain and symptoms more effectively. This may be achieved in a number of different ways. Each patient will have a plan to suit their individual needs.

You will be assessed by a consultant specialising in chronic pain management, and your first appointment may include a physical examination. Please have a list of all your current medications available.

You may need to come to hospital for your appointment. However, your first consultation may take place virtually via a video link or you may have a telephone assessment.

Will I need to come to hospital for my appointment?

Yes, you may need to come to hospital for your appointment. However, your first appointment may take place virtually (by video link) or by telephone.

What treatment options are available to me?

After your first assessment, we will discuss a treatment plan with you. Because of the complexity of long-lasting pain, single treatment methods will generally not be enough to control your pain, and usually result in short-term relief at best. Taking painkillers only or having injections only, will in most cases not have satisfying medium- or long-term effects. It is important to address all contributing factors.

We will offer you a series of treatment options which either complement (work with) each other or follow each other, in case a treatment is not successful.

This involves:

- various treatment forms to reduce and stabilise pain intensity
- allowing patients to actively self-manage their condition
- allowing patients to continue with their lives in the best possible way
- supporting patients to physically and mentally adapt to the changes in their lives; and
- helping individuals challenge or change beliefs and habits that may contribute to unnecessary suffering and create barriers to improvement.

Your consultant will decide with you which treatments will best suit you. Not all therapies are suitable for everyone. Treatments offered may include:

- medicines
- education and counselling
- injections
- psychological support
- a pain management course; or
- Spinal Cord Stimulation (SCS).

What can I expect from the treatment?

The main goal of our treatments - be it medicines, injections, or psychological support - is to **help you regain the balance to manage your life yourself**. Treatment is not meant to make you reliant on healthcare professionals, so do not expect them to take over responsibility for you. You will need to continue to be responsible for yourself, to find solutions to allow you to continue with your life even when in pain, but we will help you to achieve that balance.

In most cases, total pain reduction cannot be achieved. A realistic treatment goal is to **reduce your pain to a level that you can cope with, and do most of the things in your life that are important to you**.

Referral to the Community Chronic Pain Service

We work alongside our colleagues in the community to help improve the quality of life for people who suffer from chronic pain. It may be decided that your pain can be managed better by the community chronic pain service. If this is the case, you will be referred to them to continue your pain management.

How long will I have to wait for treatment?

In line with the NHS Constitution, all patients who meet the 18 week referral to treatment criteria have the right to be treated within 18 weeks.

Points to remember

1. Please bring your glasses if you need them for reading.
2. Always bring a list of all your current medication.
3. Take all your regular medication on treatment days, unless told not to.
4. If there is any possibility you may be pregnant, please tell your doctor or nurse.

What if I need to cancel or rearrange my appointment?

If you need to cancel your appointment, please phone and tell us. Please give us at least 48 hours' notice, so we can offer your appointment to another patient.

If you need to cancel or change your appointment more than once, we may not be able to offer you a further appointment.

If you do not come to your appointment and do not cancel it beforehand, we will have to return your referral to your GP and you will need to see them and ask to be referred again.

Further information

If you have any concerns regarding the information in this leaflet or your procedure, please phone the Pain Clinic.

Kent Centre for Pain Medicine and Neuromodulation (direct lines)

- Kent and Canterbury Hospital, Canterbury
Telephone: 01227 783049
- Queen Elizabeth the Queen Mother (QEQM) Hospital, Margate
Telephone: 01843 235094
- William Harvey Hospital, Ashford
Telephone: 01233 616691

Useful information

For further information on chronic pain and its treatment options, please go to the East Kent Hospitals' Chronic Pain (<https://www.ekhuft.nhs.uk/services/pain-services/>) web page.

This leaflet has been produced with and for patients.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (ekh-tr.pals@nhs.net).

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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