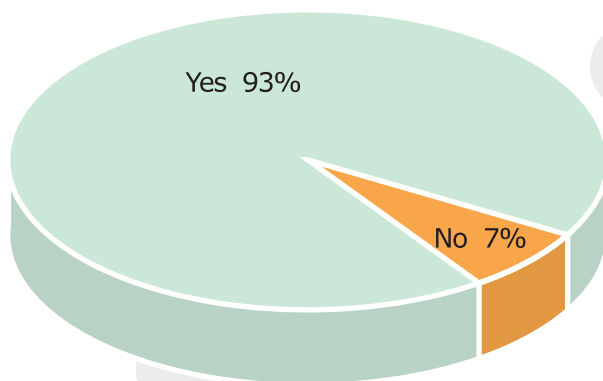


# promoting Self-Management

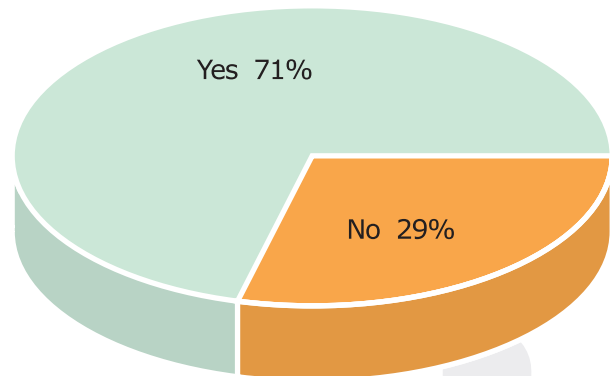
Delivering immediate advice to patients pays dividends

## Back Pain Information Packs — Patient Survey

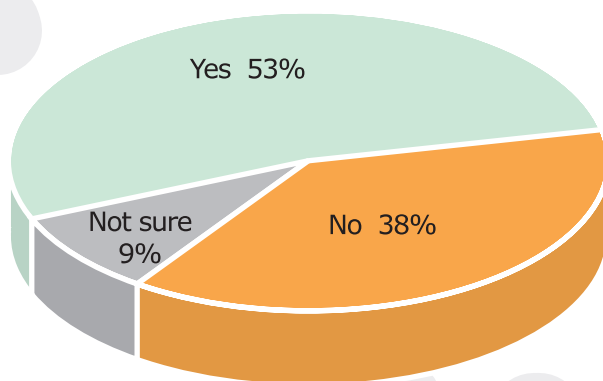
*Was the advice helpful ?*



*Did it reduce your anxiety ?*



*Has the advice helped you become more active ?*



A unique service ensuring that accurate, consistent information is delivered directly to patients when they need it. Self-management of back pain **can** produce results.

Improved patient outcomes and satisfaction reduces demand elsewhere in the system.

What do patients think of our packs? – **See testimonials overleaf . . .**

# Testimonials

## **Mr W – Farnborough**

*'Your information was invaluable in helping me get back to fitness and I thank you for your help.'*

## **Mr P – Marlborough**

*'The pack was very informative and I have taken it into work for my colleagues.'*

## **Mr C – Aylesbury**

*'The pack was very helpful and I would recommend it to anyone.'*

## **Mr B – Corsham**

*'The pack has a key point; Get active, Get on with your life.'*

## **Mrs D – Swindon**

*'It has made me feel less worried about becoming more active and taking some form of exercise.'*

## **Mrs M – Wimborne**

*'The pack was excellent!' 'I have been following the advice on exercise with my friend we are both in our eighties.'*

## **Ms N – Avebury**

*'Made me feel much more positive/less afraid. Encouraged me to stay active.'*

## **Nurse:**

## **Ms A – Brighton**

*'I thought the pack was excellent and very useful for patients. It was good to see something geared for back pain.'*

## **Physiotherapist:**

## **Ms Nilsen – Portsmouth**

*'I work in occupational health and am interested in getting employees back to work. I thought your Back Pack was very good.'*

## **Practice Manager:**

## **Ms B N – Wheatley**

*'The GP cards are proving very popular – can you please send me a further supply of cards?'*

Our survey results are also supported by the national charity BackCare.

## **BackCare survey\***

"Approximately half of the respondents had been advised by their health care provider to stay active or do some (gentle) exercises. Advice to stop smoking or avoid bed rest (as a treatment) was only given to a small proportion of the respondents. 40% of the respondents who had received advice commented that they had received conflicting advice from the health care providers they had visited. Furthermore, 74% reported that they had not received any written information from their health care provider. This is worrying, as it is probably not realistic for patients to remember all the information and advice that their health care provider has told them".

\*Source - Survey from the Registered Charity BackCare.