

## Orientation video Frequently Asked Questions (FAQs)

We hope you found the Orientation Video helpful, and you have an increased understanding of what 'Pain Management' is and how the team can support you.

Here are the answers to some of the common questions that people ask us after their orientation.



If you have a question which is not answered here please call our admin team on; 01202 611970 and someone will do their best to help you.

### What types of help are available, is it all carried out in groups?

We have both options available;



- 1) working individually with a clinician, and/or
- 2) when appropriate and if it is agreed by you and your clinician, participating in one of our group programmes.

Your journey with us will ***always start with a one-to-one*** conversation about your unique pain history, and what you would like to achieve with our help.

### Will my first appointment be face-to-face or by phone?

First appointments will usually be offered via our internet-based consultation service ~ Attend Anywhere. If you are not able to use digital technology please contact us on the number above, and a phone call or face to face assessment can be arranged.

### How long are appointments?

Our appointments are one hour to ensure we have enough time to truly listen to and understand your unique history.

### Where do I come for face-to-face appointments?

We use clinic bases around Dorset, our main sites are:

East Dorset:- Shelley Road Boscombe, Poole Community Clinic

West Dorset:- Weymouth, Dorchester, Blandford, Sherbourne, Bridport, Wareham



### What if I just want an injection or medicines?

Approaches such as injections and medicines alone do not often show long-term improvements for persistent pain, therefore we always recommend supporting these approaches with pain management strategies.

***Injections*** – Some people may have been referred to us by a specialist service for a medical intervention, such as a spinal injection; in these cases, you will be offered an appointment with one of our pain consultants in addition to meeting with the pain management team who can support you in getting the best from an injection.

***Medicines*** – we are not a prescribing service; however, our nurses/pharmacist can help you and your GP in developing an appropriate medicines plan, which for some involves safely reducing ineffective medicines.

**I would like to work with your team, what do I have to do next?**

If you would like an appointment, you will find an online form beneath the orientation video. Please complete this form which will ask for a small amount of information from you such as name, contact details, and how you would prefer to be contacted by us.



**How long are the waiting times?**

Once you complete the online forms, we aim to see you for your first appointment within 6-8 weeks (times can vary depending on demand).

**If the time is not right for me is there anywhere else I can access support?**

Our website is full of useful information that can help you to take care of yourself if you are unable to commit to working with us at this moment. Our Expert by Experience volunteers hold monthly coffee mornings (details available on our website). You can always be referred again to us in the future by your GP.

**Thank you for your interest.**  
**We look forward to working with you.**