**TELEHEALTH**

**PAIN PHYSIOTHERAPY AT WALTON CENTRE**

In response to the challenges presented by **COVID-19**, the Pain Service at the Walton Centre has now moved to offering physiotherapy consultations via video calls in an effort to protect everyone’s health.

The good news is that you can still access high quality evidence-based care via a video consultation. In line with the latest research, here at the Walton Centre, our modal of care for patients living with persistent pain has a huge emphasis on self-management. This ultimately means helping individuals understand their condition and working to help them develop new skills to take control of their long-term management. By adopting such an approach, we find patients show improvements in the short term but also more importantly are empowered to manage symptoms long term.

We are hoping these consultations can help with the long-term management of your pain condition.

**What are Video Consultations?**

* Video consultations are essentially the delivery of pain physiotherapy via a computer or a mobile phone using secure online platforms
* This allows you to access our service from the safety of your home environment

**How Does a Video Consultation Work?**

1. ***Listening***: the physiotherapist will take time to listen to your experience of living with pain. We will ask questions about how the pain impacts on important aspects of your life. Additionally, we will be keen to know what your goals are for the future, aiming to help you work towards these. We will also ask you questions about your past medical history and go through screening questions to confirm your diagnosis.
2. ***Physical Examination***: By using video consultations, we can still conduct an effective physical consultation. This will be an interactive process where the clinician will ask you to perform different movements and tasks. It will also involve you pointing out where you experience your pain and showing us what you have difficulties doing from a physical perspective. If possible and if you feel comfortable to, it might be helpful to have someone else in the room to help with this part of the assessment, so they can direct the camera if this is needed.
3. ***Provide Rehabilitation***: Once we have listened to your information and observed your movements, we will explain your pain condition in detail and how pain works in the body. We can then set an individualised exercise programme for you to carry out in your home environment. We can supplement this by sending or emailing pictures of the exercises or providing links to online videos and resources.
4. ***Signposting***: If you need further investigations (e.g. scans) we will refer you for them directly where this is possible or communicate with your GP.

**Does Telehealth Work?**

* Yes. There is a growing body of evidence that physiotherapy can be delivered effectively by these platforms. There is even some research that has demonstrated that video consultations can be equally as helpful as face to face consultations.

**What do I need to do?**

* **Environment**: Video consultations usually last between 30-60 minutes. Therefore please be in a quiet and comfortable environment where you won’t be disturbed. It is important that you feel able to answer questions honestly and have private conversations. It is also important your environment during your video consultation is well lit with minimal background, as this will allow the physiotherapist to see you more easily. As part of your physiotherapy session you might be asked to perform different physical tasks (e.g. observing you bend your back or transferring from sitting to standing), therefore it is important to be in an environment with as much space as possible. Perhaps consider clearing space before your consultation if needed.
* **Clothing:** As per any physiotherapy session we would advise you to wear comfortable clothing that will not restrict your movements. Your clinician will be dressed professionally to help you feel comfortable in the video. We recommend you dress as if attending a physiotherapy appointment in a hospital department.
* **Battery:** Please ensure your IT device for the video appointment is fully charged ready for the appointment to prevent possible disruption during your consultation.
* **Confidentiality:** These video consultations will follow the same confidential boundaries that we adhere to in face to face consultations. No part of the video call will be recorded and we kindly request that you also follow these boundaries and do not record the session. Clinical notes of the session will be recorded and stored as a permanent part of your patient record and held by the hospital.
* If you agree to having a video consultation with one of our clinicians you will receive an appointment letter either via email or in the post. This letter will have a step to step guide on how to set up your video consultation. If you have any further queries please feel free to contact the service on the following number……...