

Direct Dial/Ext: 01622 694486
Fax:
e-mail: paul.wickenden@kent.gov.uk
Ask for: Paul Wickenden
Your Ref:
Our Ref:
Date:

Dear Member

HEALTH OVERVIEW AND SCRUTINY COMMITTEE - FRIDAY, 8 OCTOBER 2010

I am now able to enclose, for consideration at next Friday, 8 October 2010 meeting of the Health Overview and Scrutiny Committee, the following report(s) that were unavailable when the agenda was printed.

Agenda No	Item
5	<u>Pain Management Services</u> (Pages 1 - 12)

Yours sincerely



Peter Sass
Head of Democratic Services & Local Leadership

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Your LINK for improving health and social care

Attachment 7



8 September 2010

Pain Control Services in Kent

The Kent LINK has received the attached invitation, Appendix A, to give evidence to the Health Overview and Scrutiny Committee (HOSC) of the Kent County Council at their October meeting on the subject of pain control services in Kent.

This is in relation to the recommendations set out by Chief Medical Officer of Health's report on this subject, entitled "Pain: Breaking through the Barrier", Chief Medical Officer of Health's Annual Report, 2008, Department of Health.

This issue has previously been raised by a LINK participant and a copy of the template considered by the Priorities Panel is attached at Appendix B. Actions taken by the Priorities Panel in this regard were as follows. They have:

1. Written to NHS Eastern and Coastal Kent and NHS West Kent to establish the following:
 - What services the Trust currently commissions to address the needs of patients suffering chronic pain in each area or in conjunction with other PCTs
 - What plans, if any, the PCT has to address any perceived shortfall in service as highlighted by the CMO's report
 - What level of knowledge the general public has on the availability of such services and where they can get help for pain control
 - The ratio of pain specialists to population and how Kent compares with the rest of the country
 - What pain control options should be given to patients contemplating surgery

Replies are attached at Appendices C and D respectively. The letter from Maidstone and Tunbridge Wells NHS Trust, Appendix E, is a follow-up to an additional request by the Panel for information on the pain clinic at Pembury, and whether there are any plans to extend the service to Maidstone (which is what we believe the HOSC are looking to establish).

2. Written to the Royal College of Anaesthetists to establish the distribution of pain specialists across PCT areas in England. Disappointingly the College said that they were unable to provide the information requested by the Panel.
3. Feedback requested from LINK participants via Kent LINK website and bulletin. Received as follows:

*KMN, Unit 24 Folkestone Enterprise Centre,
Shearway Road, Folkestone, Kent, CT19 4RH*

Tel: 01303 297050

E-mail: info@kentlink.org

Office Hours: Monday – Friday 8.30am - 4.00pm (Answerphone available out of office hours)

Page 1 of 2

- "I have chronic primary lymphoedema as well as osteo arthritis, asthma, regular cellulites and morbid obesity and various endocrine issues, I have had increasing pain and have been an in-patient at both Darent Valley (Dartford) and St Georges (Tooting SW London), and have been told that I needed to see a specialist but none available at either site. St Georges stated local PCT/GP needed to refer near Dartford. I have found that with-in 0.5 miles from where I live is a specialist clinic however it is closed to new patients, I was referred to clinic in GP surgery in Istead Rise but as no transport available have had to be re-booked to Lewisham at a cost to NHS as my disability makes driving distance on bad days completely impossible and as I require specialist Bariatric transport to attend whilst if clinic had been at Darent Valley could have struggled on bus (1 stop) using bus pass. I don't know yet if the clinic will help but as main Lymphoedema treatment has been waiting for 3 YEARS and still no sign of treatment due to lack of beds but West Kent PCT have authorised funding 16 months ago. The pain is intense and since having gastric balloon and not being able to take tablets are relying on injections and patches and also have many drug allergies, so very desperate as max relief currently 45% relief prior to gastric balloon when tablets could be taken relief of up to 70% was given."
- "I have had arthritis for over 30 years. In that time I have been offered pain management thro my GP who referred me to a specialist in Stoke on Trent. This was good but short term. Now I have moved to Kent and nothing similar has been offered. My physio recommended a new team to be organised in Swale consisting of Orthopaedic consultant, psychologist / nutritionist and physio to be accessed thro my GP who knew nothing of it. As mobility is one of the main bug bears of my condition and therefore overweight is a problem, I thought this kind of service would be a big help, but, alas, I cannot find my way in to the service. At the moment I am awaiting hip surgery (again) which has taken 3 x 18 week periods to come to this point which was diagnosed in July 2008."

In conclusion, the Priorities Panel concluded their enquiries on this issue and fed the results of these to the person that had raised the issue with the LINK. No further action has been taken to date.

The Governors' Group is asked to decide whether it wishes to take up the invitation to give evidence to the HOSC at it October meeting and to nominate a Governor to make the presentation.

Issue for consideration of Priorities Panel

For official use only:

Issue ID Number:001

Date received by Operational Director

 27 / 07 / 2009

Date to Priorities Panel

 09 / 09 / 2009 **Office use:**

Name:

(JJ, RA, KT, All)

Date completed and initials:

Date of referral to LINK	<u> 27 </u> / <u> 07 </u> / <u> 2009 </u>
Date issue arose	N/A <u> </u> / <u> </u> / <u> </u>
Title (Headline/short title of issue)	Shortcoming in Pain Control Services in Kent
Nature of interest/standing of person in relation to issue:	
Recipient of service <input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Advocate/Campaigner <input type="checkbox"/> Other <input checked="" type="checkbox"/>	
If other, please state what their standing is in relation to the issue:	
Member of Health Overview and Scrutiny Committee of Kent County Council	
Is the person raising the issue a:	
LINK participant?	<input type="checkbox"/>
Member of the public?	<input type="checkbox"/>
Priorities Panel Member?	<input type="checkbox"/>
Governor Group Member	<input type="checkbox"/>

<p>LINK Development Worker <input type="checkbox"/></p> <p>Part of an organisation <input type="checkbox"/></p> <p>LINK Authorised Visitor <input type="checkbox"/></p> <p>LINK Authorised Representative <input type="checkbox"/></p> <p>KMN/Other <input type="checkbox"/> ✓</p> <p>Member of Health Overview and Scrutiny Committee (HOSC)</p>	
<p>If raising issue on behalf of an organisation, state name and brief details of what they do</p>	<p><i>Kent County Council (HOSC) has a statutory role over the scrutiny of health services in Kent.</i></p>
<p>Summarise issue (no more than 100 words). If necessary, a more detailed account may be included below with additional pages attached if necessary</p>	<p><i>The LINK is urged to investigate the perceived unequal service available to Kent residents in terms of access to high quality pain control services. The referrer specifically mentions areas in West Kent where services are concentrated on Maidstone and patients within that catchment area have long and painful journeys to these clinics.</i></p> <p><i>The Chief Medical Officer for the Department of Health in his 2008 report, published earlier this year, draws attention to this problem and details eight recommendations for improving these services.</i></p>
<p>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (N.B: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</p> <p><i>An extract from the Chief Medical Officer of Health’s report on this subject is attached .</i></p>	

<p>Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, give details of actions already taken including contact details of others dealing with the issue:</p>
<p>Is there a timescale/deadline/circumstance affecting this issue which may mean the LINK will have to act quickly, e.g. closure of a unit, change of service, a particular urgency?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, what is that circumstance and what is the timescale by which action has to be taken?</p>
<p>What expectation does the person raising the issue have of the LINK, i.e. what does that person want the LINK to do/what action does it want it to take?</p> <p><i>To carry out a review of the current service within Kent and ensure that the NHS in Kent improves access to high quality pain control services and implements the CMOs recommendations.</i></p>
<p>What would be a good outcome from the perspective of the person raising the issue?</p> <p><i>Improved access to high quality pain services for the residents of Kent.</i></p>
<p>What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.</p>

1. *Concerns brought to him by his constituents. CMO's*
2. *Chief Medical Officer highlighting issue in his annual review of the state of the NHS in England 2008, published, March 2009*

How widely does this issue affect other people?

It has been estimated that 7.8 million people in the UK now suffer with moderate to severe pain that has lasted over 6 months. Over one third of households have someone in pain at any given time

*

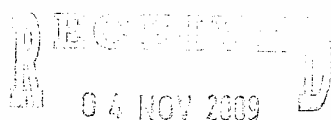
Extract from CMO's report, 2008

In what ways are other people affected by this issue.

Significant impact on people's quality of lives as indicated in report.

Signed.....GH.....

Date.....03/09/09.....



Eastern and Coastal Kent

Our Ref: **AS.CC.0485.10.09**

Date: 29 October 2009

Trust Headquarters
 Brook House
 John Wilson Business Park
 Chestfield
 Whitstable
 Kent
 CT5 3DD

Tel: 01227 795050

Fax: 01227 795094

Email: easterncoastalkentcomplaints.nhs.net

Mr G Hills
 Operational Director
 Kent and Medway Networks Ltd
 Unit 24 Folkestone Enterprise Centre
 Shearway Road
 Folkestone
 Kent
 CT19 4RH

Dear Graham

Services for sufferers of chronic pain

Thank you for your letter requesting information with regard to the above services.

In response to the points you raise:

We serve a population of approximately 740,000, providing comprehensive and equitable pain services within both primary and secondary care.

We developed our model of pain service after consulting the recommendations within the National Musculoskeletal Services Framework 2006. In doing so we have established a collaborative approach to the management of pain.

The primary care service assesses and treats patients with non complex pain who do not need intervention from a hospital consultant. The service focuses on the initial treatment for pain through interventions such as physiotherapy and acupuncture. Pain management education programs are provided by clinical psychologists to support the patient in managing their condition long term. All patients referred into the service are seen within 12 working days for an initial assessment by a pain specialist to ensure they are directed to the most appropriate service and are seen by the most appropriate health professional. The primary care clinics are held in Blean, Sturry, Ashford, Deal, Folkestone, Ramsgate, Minster and Sittingbourne. From January 2010 a clinic will also be available in Sheerness.

Both primary and secondary care services work closely together, with a number of clinical staff working within both services. This provides a smooth and seamless pathway for those patients needing to transfer between services.

The secondary care services are available at the William Harvey Hospital in Ashford, Kent and Canterbury Hospital, the Queen Elizabeth the Queen Mother Hospital in Margate and Medway Maritime Hospital.

Cont'd/...

Mr G Hills

- 2 -

29 October 2009

We are working with both providers on the development of a single point of access for all patients referred into pain services, in line with recommendations in the Department of Health's 'Essence of Care – Pain Benchmark' documentation. This will further strengthen the collaborative approach between both services.

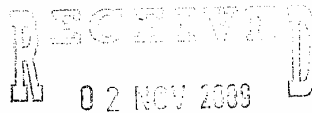
If you require any further information regarding pain service provisions within East Kent please contact Jo Staddon, Lead Commissioner for Musculoskeletal services on 01233 618355.

Yours sincerely



Ann Sutton
Chief Executive

Cc Jo Staddon, Lead Commissioner for Musculoskeletal Services



Mr G Hills
Operational Director
Kent & Medway Links
Unit 24 Folkestone Enterprise Centre
Shearway Road

Wharf House
Medway Wharf Road
Tonbridge
Kent
TN9 1RE

Telephone: 01732 375200
Fax: 01732 362525
Freephone Number: 0800-0-850-850

Our Ref: 10.09.1231

27th October 2009

Dear Mr Hills

Re: Services for suffers of chronic pain

Thank you for your letter dated 28th September 2009, requesting information with regard to the above services.

NHS West Kent has a weighted population of approximately 655,000 and aims to provide appropriate chronic pain services both in primary and secondary care.

Primary care treats patients who do not require intervention from a consultant. This can be through physiotherapy and/or acupuncture or through medication.

Maidstone & Tunbridge Wells Trust have a specific pain service, which currently runs mainly from Pembury Hospital. They accept referrals from GPs and the AMPS team and include 4 consultants and also pain nurses.

Management of pain at the pain clinic in Pembury is achieved by a variety of methods using the whole multi-disciplinary team. Once a referral, is received a consultation with one of the doctors is arranged. During this consultation pain will be assessed and a plan discussed for how best to treat the pain using evidence-based strategies. This is done by:

- Investigating further, if necessary, using MRI scans or X-ray;
- Reviewing medicines and perhaps making some changes;
- Discussing lifestyle changes;
- Referring to a physiotherapist if appropriate;
- Referring for a Pain Management course if appropriate;
- Offering a course of acupuncture if appropriate;
- Offering a TENs machine which is a small device that provides electrical stimulation, inhibiting pain signals to the brain; and/or



- Offering an injection (usually of local anaesthetic and steroid) to give some short to medium term relief to the appropriate area.

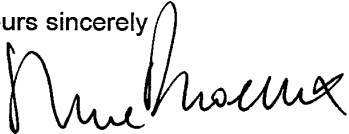
A web link which outlines further details can be found on www.mtw.nhs.uk/a-z-of-services/chronic-pain-unit.asp.

Darent Valley Hospital runs a small pain service of 1 consultant, but at present do not accept referrals from primary care, this is currently only accessible through tertiary referrals (usually from trauma and orthopaedic or rheumatology consultants). However, considerations are taking place for a further development of the service with access by GP referral.

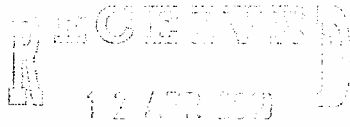
A Medway outreach pain clinic has recently commenced at Istead Rise surgery in Gravesend. This will be held fortnightly and then weekly for new patients who have been referred to the pain clinic. In order to be accessible to patients in consideration of where they live, there are also plans for this to be held at Gravesend Community Hospital and Sittingbourne. This satellite service does not offer pain self-management and education to patients but they are referred to Medway if this is required. Medway are currently reviewing their service and therefore their pathways may change in the future.

We hope the above information is of help to you.

Yours sincerely



Steve Phoenix
Chief Executive



Maidstone and Tunbridge Wells 

NHS Trust

Chief Executive and Chairman's Office
Maidstone Hospital
Hermitage Lane
Maidstone
Kent ME16 9QQ

Tel: 01622 226412
Fax: 01622 226416

Our ref: GD/ap

31st March 2010

Ms Sophie Swain
The Kent Link
Unit 24 Folkstone Enterprise Centre
Shearway Road
Folkstone
Kent
CT19 4RH

Dear Ms Swain

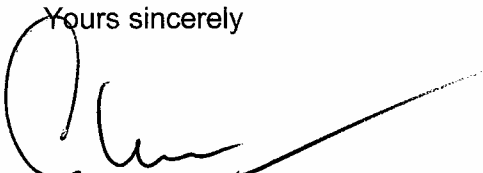
Re: Chronic Pain

Thank you for your letter raising concerns about the Chronic Pain Services.

As you know we run one of the largest and well respected pain services at Pembury. I am happy to confirm that this will continue into the new hospital. We are also exploring ways we can create a spoke of this service at Maidstone Hospital.

I hope this helps inform your members.

Yours sincerely



Glenn Douglas
Chief Executive

cc: Steve Phoenix, Chief Executive, NHS West Kent

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