



**Eastern and Coastal Kent**

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Date: 29 October 2009

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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.

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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

A handwritten signature in black ink, appearing to read 'Ann', written in a cursive style.

**Ann Sutton**  
**Chief Executive**

Cc Jo Staddon, Lead Commissioner for Musculoskeletal Services