

A stylized graphic of a human spine, with the vertebrae represented as orange and blue blocks, curving from the top left towards the bottom right.

Musculoskeletal service for Back and Neck Pain

very rapid access
locally delivered



This service is delivered by Back2Health on behalf of the NHS in
Southampton, Hampshire & Portsmouth

Why us?

Back2Health is a partnership of Chiropractors and Osteopaths established over twenty years ago, providing award winning¹ MSK care. This service is now delivered on behalf of the NHS in Southampton, Hampshire & Portsmouth through an AQP contract.

We are **efficient & effective** and have a **proven record**

We provide a rapid access, locally delivered service for our patients with back or neck pain offering choice of evidence based care within a framework of strong clinical governance.

Our clinically effective service delivers:

- Patient choice
- Fast access - typically 5 days²
- Reduced risk of chronicity
- High patient satisfaction²
- Referrer satisfaction – 100% of responding GP's said they were likely to use us again²
- Positive patient outcomes - 72.9 % reported "good improvement"²

“ The feedback from the GP's is that being able to refer quickly for high quality spinal MSK therapy has transformed how we manage back pain in primary care. ”

Nigel Fisher
MSK lead N Hants CCG

“ Thank you for making me believe in chiropractic treatment. It has helped me control a chronic scapula pain from gymnastics accidents many years ago. It is a fantastic service you are running. Brilliant staff. ”

Sanjeet Kumar
GP Southampton City CCG



¹ Royal College of Chiropractors
PPQM & CMQM Award 2007→ current

² Service evaluation - Back2Health AQP
Back & Neck pain service 2013

Making a referral

Referrals can be made by:

Completing the referral information and returning to the Hampshire Back Service

<https://www.hampshirebacks.co.uk/professionals>

When is a patient **appropriate to refer?**

Eligibility criteria: ✓

A patient is eligible for referral to the MSK Back and Neck Pain service if they present with primarily back or neck pain with or without 'referred' symptoms to the limbs including:

- Whiplash associated disorders
- Stiffness and restricted movement
- Cervicogenic headaches
- 'Mechanical' neck and back pain
- Degenerative pain
- Postural related neck and back pain.

NOTE: *patients may only be referred into this service with problems to the same area once in 12 months.*

Exclusions: ✗

Patients who meet any the following conditions are not appropriate for referral and therefore not covered in this service:

- Suspicions of serious pathology
- Patients under 16 years of age
- Patients who are not registered with a GP in locality
- Patients with widespread or non musculoskeletal pain
- Patients who have a primary peripheral limb problem with secondary back and neck pain (e.g. hip or shoulder problems)
- Women who are over 35 weeks pregnant

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What will patients experience?

Referral Upon receipt of a referral we will arrange an initial appointment within a few days.

- **We have clinics open 8am - 7pm weekdays**
- **9am -12.30pm Saturdays.**

First visit At the first visit patients will have the opportunity to explain their problem and what it means to them, and will be screened for red and yellow flags. They will then have a comprehensive MSK examination. An explanation of their symptoms will be provided and individual Care Plans will be agreed with each patient. If appropriate treatment will be started at this first session.

Treatment A stratified approach to treatment will be provided guided by the STarT Back Tool³. Patients likely to improve without further intervention will be given resources to self manage and told they can return for active care at their judgement should their condition not settle.

Those requiring more support will be offered a course of treatment. Strong emphasis is put upon the patients taking responsibility for their symptoms, and their playing an active role in the treatment:

- Emphasis on self management
- Manual therapy (manipulation, stretching, massage)
- Acupuncture
- Exercise
- Advice on managing chronic conditions
- Self help tools for complex pain

Outcome At the end of a course of care patients will complete an outcome assessment questionnaire. At discharge patients will receive written advice on preventing reoccurrence and a report will be sent to their referrer.



Key benefits of our service to managing Back and Neck Pain in Primary Care

- Treatment in line with the best evidence guidelines
- Give GPs and patients a genuine choice of the care options
- Very low wait times - typically 5 days
- Our outcomes of care are impressive
- High patient satisfaction figures
- High referrer (GP) satisfaction
- Reduced demand on secondary care service
- Reduced need for more costly interventions
- Reducing risk of chronicity

We are different - concentrating mainly on a chiropractic / osteopathic service providing a combination of hands on care as well as exercise differentiates us from other providers who offer physiotherapy.

Continuous monitoring & development

Our ongoing Service Evaluation reports of patient experiences, along with our GP referral satisfaction surveys, help us make informed decisions about the treatments patients receive - and how to best assist and further develop GP practice services. Patients are asked about their pain, how worthwhile they feel any benefit has been and their overall satisfaction with the way they have been treated.

Research

Back2Health is actively involved in clinical research. We have a strong record publishing in peer review journals on topics related to MSK services. (www.b2h.co.uk/our-research)

Where can you **access this service?**

This service is delivered from the following locations:

Telephone: 01256 442580

Alton: The Alton Health Center, 39 Anstey Rd, Alton. GU34 2RD

Basingstoke: 18 Cliddesden Road, Basingstoke. RG21 3DU

Tadley: Holmwood Health Center, Franklin Ave, Tadley RG26 4ER

To discuss this service further or for any queries please contact

Jonathan Field our clinical lead on 01730 267434

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