Activate your Back:

Collaborating with council services to encourage patients with low back pain to self-manage in a community setting

Presented by: Claire Fry
October 2018
Background
Purpose of the Project

• To improve long term physical activity levels
• To improve joint working with the council
• To help move care out of the hospital and into community settings
• To review our back pain pathway and ensure we are following NICE guidelines for low back pain
Quality, Service Improvement and Redesign Tools: Plan, Do, Study, Act (PDSA) cycles and the model for improvement
Planning

• Our Physiotherapy Manager and the Council Health and Physical Activity Manager started discussions March ‘17.

• Physiotherapists and Active Health coordinators then joined them to help formulate a protocol.

• A ‘one-off’ 90 minute class was designed covering principles relating to back pain and self-management advice.

• The class was to be run by a Physiotherapist along with a member of the Active Health team within leisure centre settings, every 6 weeks.
Previous Pathway

Referral for low back pain

Triaged

1:1 appointment with Physiotherapist

Follow up

6 week hospital based back class

Discharge/onward referral

Exercise Referral Scheme
Proposed Pathway

Referral for low back pain → Triaged → 1:1 appointment with Physiotherapist

- Low/med risk
- Telephone call with patient
- Activate Your Back one off class

Follow up

6 week hospital based back class

Discharge/onward referral

Exercise Referral Scheme

Self referral form with STarT Back tool, red flags questions and class option tick box
Three pilot sites were chosen across Wiltshire:

- Salisbury
- Devizes
- Chippenham

Physiotherapists gave education sessions at GP meetings and posters were put on display.
Patient Feedback
Post Class

• “The class helped me to understand my back pain”
  92% agreed or strongly agreed*

• “I will feel more confident to manage my back pain”
  95% agreed or strongly agreed*

*combined data: Salisbury and Devizes n= 57
Patient Feedback

“Advice provided has given me the confidence to continue managing my back problem and not be tempted with alternative remedies/surgery. I am going to try to keep up the exercises and play more golf”

“Really has helped. I feel more confident and I may get back to running”

“Very positive presentation. Clear sign posting for help with active health”

“It was a nice informative class in a relaxing environment”
Patient Feedback at Six Weeks

- 73% reported they had increased their activity levels
- 69% reported they had made positive lifestyle changes

### ACTIVATE YOUR BACK CLASS FOLLOW UP QUESTIONNAIRE

We would be grateful if you could answer the following questions. It shouldn’t take more than a few minutes and the information gathered will be used to monitor and improve the class. Please answer the following questions by putting a cross in the most appropriate box for each:

<table>
<thead>
<tr>
<th>Quesiton</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Don’t agree or disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Comments (Continue below if more space needed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have increased my exercise levels since attending Activate your back</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>I have made positive lifestyle changes since attending Activate your back</td>
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<td></td>
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<tr>
<td>My pain levels have reduced</td>
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<tr>
<td>I now feel more confident to manage my back pain</td>
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</table>

3) Are there any other comments you would like to add?

*combined data: Salisbury and Devizes n= 28
“Now going to gym 3 times a week instead of 2 which is helping. The most important part of class was learning not to panic if I have a set back”

“Massively helpful, pointed me in the right direction, made me think a bit more, I knew you were there if needed. Have found the gym staff helpful also”

“Interesting finding out how everything works. It has changed the way I think about twinges in back”
## Results

<table>
<thead>
<tr>
<th></th>
<th>Salisbury</th>
<th>Devizes</th>
<th>Amesbury</th>
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</thead>
<tbody>
<tr>
<td>Classes held</td>
<td>10</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Referred to class</td>
<td>86</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>Attended</td>
<td>65</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>Referred to Active Health</td>
<td>30 (51%)</td>
<td>10 (66%)</td>
<td>6 (75%)</td>
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<tr>
<td>Completed 12 week programme or ongoing</td>
<td>21 (81%)</td>
<td>8 (80%)</td>
<td>5 (83%)</td>
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</table>
Discussion

• To improve long term physical activity levels ✔
• To improve joint working with the council ✔
• To help move care out of the hospital and into community settings ✔
• To review our back pain pathway and ensure we are following NICE guidelines for low back pain ✔
Referral for low back pain

Triaged

1:1 appointment with Physiotherapist

Low/med risk

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Exercise Referral Scheme

Self referral form with STarT Back tool, red flags questions and class option tick box
Moving Forward

- Improve referral pathway into the class
  - Link to class and self referral form on website
  - Update posters and promotion
  - First Contact Practitioners

- Consider future joint projects with Active health team
  - Training sessions with staff
  - ESCAPE/OA classes
If you want to go fast, go alone.
If you want to go far, go together.

--African Proverb
Acknowledgements

Carol Langley-Johnson - *Wiltshire Health and Care Physiotherapy Manager*

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Craig Evans - *Senior Physiotherapist*

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Deborah Newth - *Active Health Coordinator*