



## Delivering Pain Management Education and Training for Health Care Professionals

### Situation

More than half a million people in England are prescribed opioid analgesia for longer than 3 months, the majority having chronic pain that is not associated with cancer. The National Institute for Health and Care Excellence (NICE) guidance states that opioids should not be offered to manage chronic non-cancer pain as harm out-weighs the benefit.

The feedback from teams and services in Greater Manchester (GM) that support people living with chronic pain told us that there was a need for health care professional education and training on pain management and alternatives to opioids in primary care.

Our objective was to provide a training session for colleagues supporting people living with chronic pain that improved their knowledge and understanding and offered some practical tools and techniques that could be applied in practice.



### Action

The workshop was designed to be an opportunity to come together, learn, share experiences, challenges, and best practice. To achieve this the Health Innovation Manchester (HInM) Project Manager:

- Worked with key stakeholders to establish a task and finish group. The Group enabled collaboration from across Greater Manchester to develop an online training workshop. Inviting representatives from services and teams that support people living with chronic pain and those with lived experience to develop the workshop aims and content meant that experts were able to share their knowledge and techniques to manage chronic pain and that it was tailored for the target audience of GM primary care health care professionals.
- Co-ordinated by the HInM Project Manager, the regular task and finish group meetings developed workshop agendas, supported promotion of the training, monitored sign ups, and mitigated any risks or issues whilst working through the flow of the workshops. This collaborative approach engendered ownership and created a delivery team around each workshop. Regular discussion also enabled the development of a flow and common messages and threads throughout the workshops between different speakers.
- Promoted the workshops across multiple communications channels, newsletters, in meetings and at other online events. Stakeholders were invited to register for the workshops and share within their network. Working with our partners and stakeholders to promote the event successfully amplified engagement and enabled us to meet a wider audience. The system appetite for the subject and the need for the training was clear when over 600 health care professionals signed up to attend.
- Ensured that all the speakers were prepared and that any presentations were refined and combined. All the speakers were supported with a briefing and a workshop run-through. Additionally, a technical check-in was completed just before the workshop started. This professional and through approach ensured that everyone delivering the workshop understood what would happen during the event, their individual responsibilities, how the project team would support them, and any issues were identified and addressed before the event started.

During the workshop the project team managed the presentations, monitored the chat function to ensure questions were picked up, share related links and papers in the meeting chat function, and kept an open communication channel with the chair and presenters to keep the event running to time and trouble-shoot in real time.

Following the workshop the Project Manager hosted debriefings with the project team, speakers, and chair in attendance. This opportunity to reflect on how the workshop went provided some useful lessons learnt and key ideas for future events.

We also gathered feedback from attendees for further evaluation. We learnt there was an appetite for more education and training especially around the wider resources and services available to help clinicians to support individuals living with chronic pain and this informed the content of the second workshop.

## Result

Health Innovation Manchester successfully delivered two pain management workshops for GM



400+

health care professionals attended the workshops



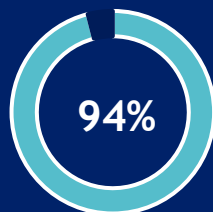
250+

post-event views of the workshop recordings so far

The workshop recordings are freely available to view here:

[Greater Manchester Pain Management Resources Hub](#)

## Attendee Feedback



said the workshops met their expectations

said they learned something they could apply in practice



“Excellent workshop - great to have a patient perspective too”

“Always very useful to have someone with lived experience on these workshops as this really helps to better understand what is most helpful to patients”

“The resources and programmes shared today, and the effort put in to create them are all fantastic”

“I found the workshop very useful and I’m looking forward to using the materials in my practice”

### Workshop 1: Pain Management Techniques and the Benefits of Reducing Harm from Opioids

Attendance at the first workshop in September was overwhelming, we heard from:

- Dr David McCarthy, Consultant in Anaesthesia and Pain Medicine at Manchester University NHS Foundation Trust (MFT), who highlighted some of the issues he sees in practice, provided an overview of current guidance, and shared some pain management tools and resources
- Dr Ashwin Khanna from the Northern Care Alliance, a GP with a special interest in pain medicine, spoke about what primary care prescribers could do to work with patients to reduce opioid use
- Lisa Jones described her daily experience of living with chronic pain and how through social prescribing she found volunteering to be her way of managing pain.
- Neetu Bansal, a Surgical Pharmacist at MFT, shared some exciting developments towards the design and implementation of an e-Taper tool in primary care

### Workshop 2: Knowledge & Skills, Less Pills

Following the success of the first workshop we offered a second workshop in January which focused on the wider resources and services available to help clinicians to support individuals living with chronic pain, we heard from:

- Dr Mahindra Chincholkar, Clinical Director of Manchester and Salford Pain Centre, who described the main goal of pain management as to help patients live better despite their pain
- Dr Richard Johnson, Consultant Clinical Psychologist at Manchester and Salford Pain Centre talked about the psychological aspects of pain
- Dr Laura Hissey, Health Psychologist in Pain Management, and Diarmuid Dennenny, a Specialist Pain Physiotherapist, from Live Well With Pain spoke about a different way of living with persistent pain, a ‘self-management’ approach sharing some of their useful pain management tools and resources
- Louise Trewern, Lived Experience Lead Trainer for Live Well With Pain, shared her journey to improve management of her own chronic pain
- Claire Bamber, Clinical Lead Specialist Pain Physiotherapist at MFT Pain Service, talked about the role of physiotherapists in helping patients manage pain
- Charlotte Leonhardsen, Social Prescribing Lead for the NHS Greater Manchester Person and Community Centred Approaches team, explained what social prescribing is and how health care professionals can access Link Workers
- Emma Ansell Meehan, Strategic Lead (Population Health) for 10GM gave us an insight into how the Voluntary, community and social enterprises (VCSE) sector in Greater Manchester can support people living with pain