

## How have we improved experiences for patients?

Over the last year one area of the service that has undergone rapid change is the Persistent Pain team. This transformation is the culmination of 5 years of working across providers, partners and systems to bring together a truly integrated offering for patients. Karen Cox, Pain and Rheumatology Lead and Dr. Claire Elphick, Pain Psychology Lead, share a brief summary of all that has happened over

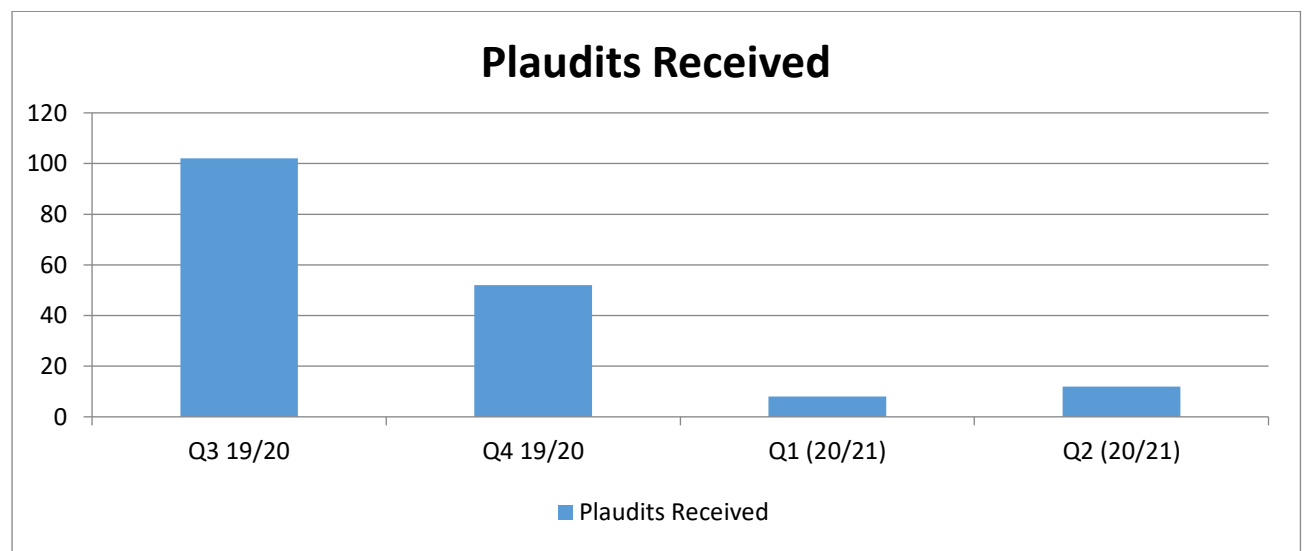
the last year.

This work has changed the way that we have conversations about pain and for patients means that physical and mental health are supported equally. They also took time to individually reflect on why this change is so important.

### Patient Satisfaction

This section applies to the Community Service only and does not include subcontractors.

### Community Service Plaudits



Plaudits in Q2 (July-September) showed a slight rise in numbers from Q1 (March to June). They remain lower than previous quarters due to a suspension in PREMS and the COVID-19 pandemic.

Plaudits reflected the following:

- Positive clinical outcome following intervention
- Patients feeling listened to and included
- Positive experience when dealing with the admin team
- Kindness from clinicians and admin staff
- Pleasant clinic environment