

Tuesday 1 October 2024

Dear GP colleagues,

Pain Management Department - Directory of Service (DOS) updates – effective Tuesday 1 October 2024

The Pain Management department will be updating their Directory of Service (DOS) from 'Triage, Advice and Guidance' to 'Advice Only' from Tuesday 1 October 2024. This change will help the service streamline suitable patients and provide clear guidance to GPs on where best to refer.

In one round of triaging, the Pain Management team found 160 of 200 patients referred to the service would be better suited to treatment in the community or provided by another service for a different intervention. So, patients will benefit by being offered optimal care tailored to their particular condition, which will increase the efficiency of the care offered by appropriately reducing their chronic pain in a timely manner.

Please note, where necessary, the advice can be converted to an outpatient referral. The aim is for GPs to authorise the service to progress to a referral should the patient be suitable for the clinic. To support this, the 'referrer alert' section on the DOS will read as follows:

"Please ensure to select the authorisation to convert to a referral, otherwise there will be a delay with us having to send back to you for a new request."

If you should have any questions or require further information, please email: imperial.painclinic@nhs.net, Monday – Friday, 08:00 – 16:00.

Kind regards,

Pain Management Team

Imperial College Healthcare NHS Trust