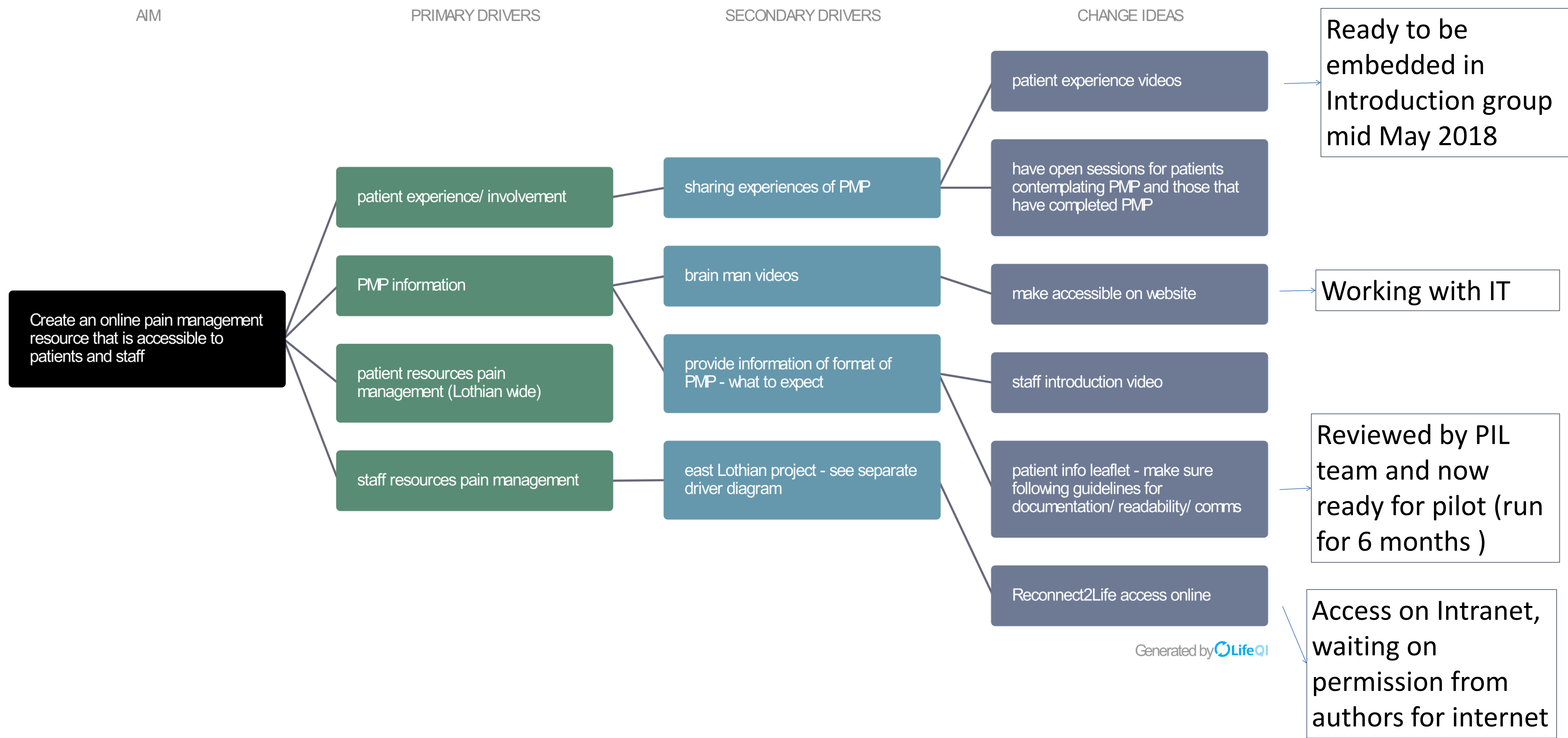


Pain management – improving access to patient information

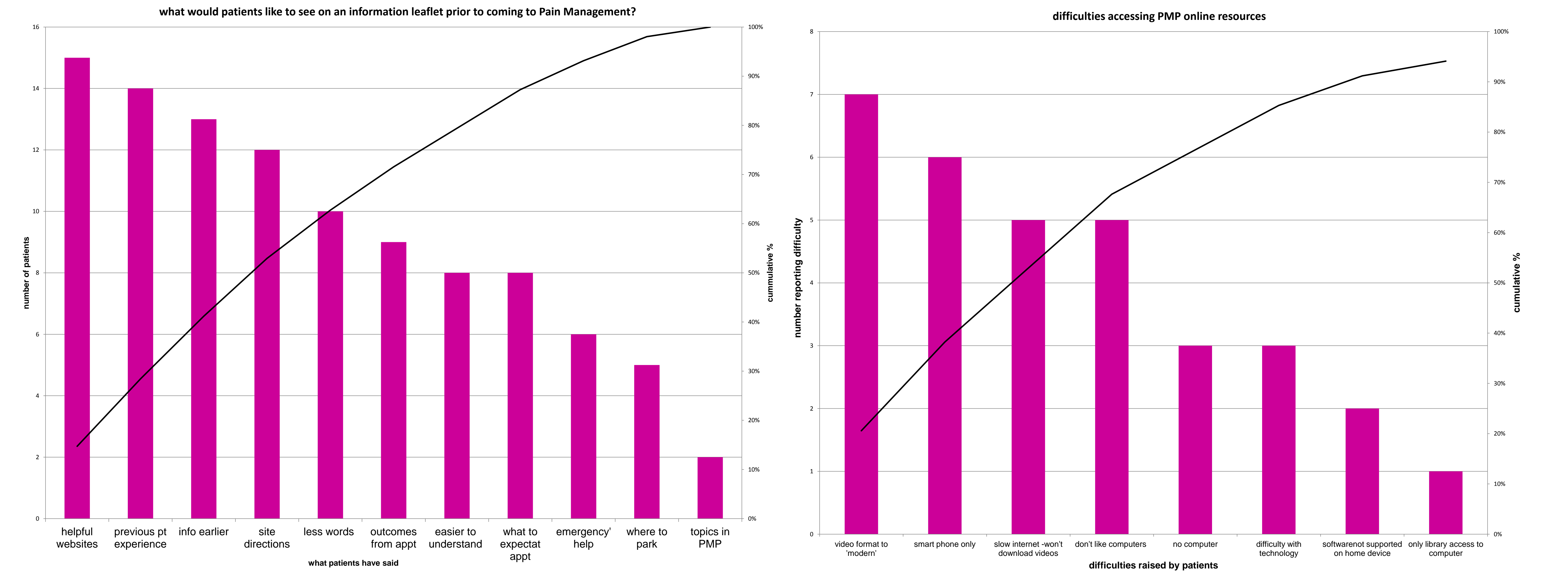
Quality Issue

The current website for pain management in Lothian requires updating to become more patient friendly. There is also scope for increasing use by GP’s for patient care by enhancing links to support sites and providing better information regarding options for pain management in Lothian.

Driver diagram for improvements and where we are now



Pareto charts for change ideas from patient interviews/ questionnaires



Lessons learned

It’s difficult to find time to do patient involvement projects when you have no spare time and department is short staffed! Good to engage service users as often what they want is quite different to what you think they want. Time management and planning needed to work on changes simultaneously.