



Hertfordshire Community Trust - Our core values
Care - We put patients at the heart of everything we do
Respect - We treat people with dignity and respect
Quality - We strive for excellence and effectiveness at all times
Confidence - We do what we say we will do
Improve - We will improve through continuous learning and innovation

Hertfordshire Adult CFS and Chronic Pain Self Management Service

For further information please contact 01727 897542

What is the approach?

The Hertfordshire Adult CFS and Chronic Pain Self Management Service is part of a national network of specialist services set up to address the needs of people with a diagnosis of Chronic Fatigue Syndrome (CFS) and / or chronic pain.

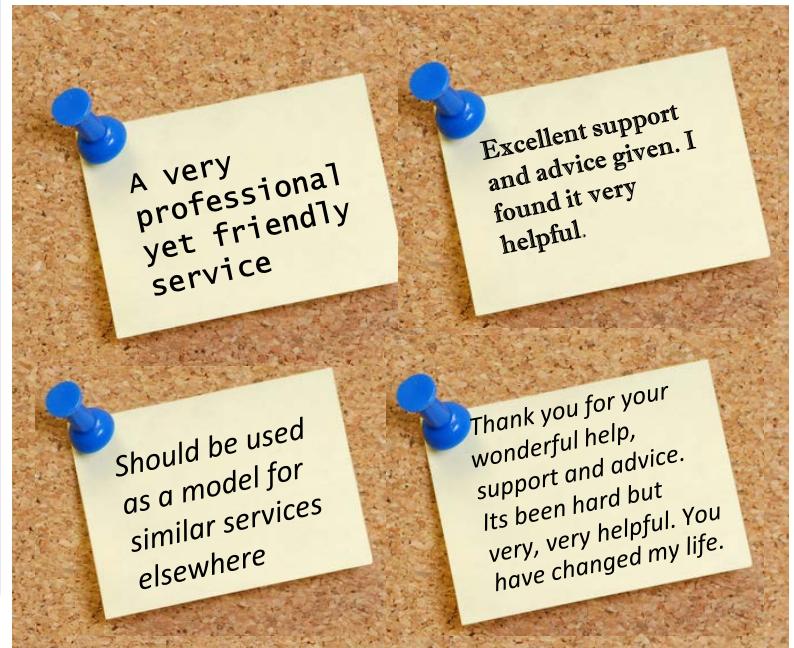
The CFS component of the service was one of the original 12 specialist centres set up in the UK by the Department of Health in 2005. The service was created in conjunction with patient users and follows national / NHS guidelines regarding the treatment of CFS. The Chronic Pain component of the service is an out-patient based service which was set up over 20 years ago.

The service is a multi-disciplinary service consisting of therapy staff (physiotherapists, occupational therapists, clinical psychologists) experienced in working with people with CFS and chronic pain. This outpatient service works to enable people to develop a better understanding of their condition and learn to manage it effectively through employing a variety of self management techniques.

The service works alongside other healthcare professionals, GPs and consultants as appropriate, and when necessary will refer people on to these services.

What are staff and users experiences?

“ *Thank you so much for all your guidance and support. I am on the right road at last.* ”



What are the aims?

To bring about improvement in people’s condition and thereby their quality of life.

The team recognise and understand that patient care needs to be individualised and take into account psychological, social and physical needs. A lot of different factors can influence the experience of living with chronic conditions. Some of these are physical symptoms such as fatigue and pain, reduced fitness, stress, poor sleep patterns, over and under activity, thoughts and emotions (e.g. worry, anger, sadness). The team aims to minimise these factors by enabling:

- More effective performance of daily activities.
- Improved fitness and mobility.
- Managing difficult thoughts and emotions.
- Stress management and relaxation skills.

What are the benefits & outcomes?

The CFS and Chronic Pain self management service has been running for many years and over those years we have been gathering data on the outcome of our intervention. Looking at this outcome data reveals significant improvements on a number of measures.

Impacts and costs

The graphs show the effects on patients well being and ultimately this has an impact on how patients manage their own condition and therefore being less reliant on healthcare professionals. This then has a knock on effect on work, lifestyle and well being.

