



ACI NSW Agency
for Clinical
Innovation

Service Directory

NSW Ministry of Health Chronic Pain Services

Pain Management Network

Collaboration. Innovation. Better Healthcare.

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. It does this by:

- **Service redesign and evaluation** – applying redesign methodology to assist healthcare providers and consumers to review and improve the quality, effectiveness and efficiency of services.
- **Specialist advice on healthcare innovation** – advising on the development, evaluation and adoption of healthcare innovations from optimal use through to disinvestment.
- **Initiatives including Guidelines and Models of Care** – developing a range of evidence-based healthcare improvement initiatives to benefit the NSW health system.
- **Implementation support** – working with ACI Networks, consumers and healthcare providers to assist delivery of healthcare innovations into practice across metropolitan and rural NSW.
- **Knowledge sharing** – partnering with healthcare providers to support collaboration, learning capability and knowledge sharing on healthcare innovation and improvement.
- **Continuous capability building** – working with healthcare providers to build capability in redesign, project management and change management through the Centre for Healthcare Redesign

ACI Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across clinical specialties and regional and service boundaries to develop successful healthcare innovations.

A priority for the ACI is identifying unwarranted variation in clinical practice and working in partnership with healthcare providers to develop mechanisms to improve clinical practice and patient care.

www.aci.health.nsw.gov.au

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Produced by: Pain Management Network.

Further copies of this publication can be obtained from the Agency for Clinical Innovation website at www.aci.health.nsw.gov.au

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Concord Hospital Pain Clinic (Tier 3)

Contact

Concord Repatriation General Hospital

Hospital Rd, Concord NSW 2139

Phone: 02 9767 7830

Fax: 02 9767 7841

Director: Dr Winnie Hong

Team

- Addiction Medicine
- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Spinal blocks

Special areas of interest chronic pain and

- Adult Burns
- Children with disability 14-16
- Cognitive behaviour therapy
- Colorectal pain
- Drug and Alcohol
- Elderly
- Mental health
- Minimising dependence on medication
- Rehabilitation focus post stroke / amputation
- Sub acute and post surgical pain
- Vascular pain

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Twice yearly GP talks

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

'Do it Better'	
Type	Medium intensity Offered concurrent with multi- disciplinary intervention following initial assessment
Content	<p>3 Goals of the program</p> <ul style="list-style-type: none"> • To reduce reliance on medications • To improve activity tolerance and function • To improve pain coping <ol style="list-style-type: none"> 1. Interactive medical sessions: <ul style="list-style-type: none"> • Acute and chronic pain • Principles of management • How to minimise pain • Role of Medication 2. Medications Review 3. Group Cognitive Behaviour Therapy-pacing and pain coping strategies 4. Group exercise therapy-individual and general targets, learning about pacing in practice, gym work
Fee	Nil for public patients
Number of hours	30 hours total
Frequency	Ten weekly sessions of up to 3 hours
Group size	4-6 people per group with spouse or support person
Availability	3 times per year
Eligibility	Patients must be independently mobile
Follow up	<p>Monthly group reunions</p> <p>As advised by pain clinic staff</p> <p>Participants can attend more than one program</p>

Gosford Hospital Pain clinic (Tier 2)

Contact

Level 3 Outpatients

PO Box 361

GOSFORD 2250

Phone: 02 4320 2609

Fax: 02 4320 3505

Team Leader: Libby Harvey

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs

Pain program

See attached ACI document '[Which Patient for Which Programme](#)'.

Team

- Occupational Therapy
- Physiotherapist
- Psychology
- Social Worker
- Pain Specialist

Services offered

- Education and advice
- Multidisciplinary assessment
- Pain program (see below)
- Treatment planning and appointments with Health professionals e.g. psychology and physiotherapy
- Multidisciplinary case conferencing

Procedural service

No - available through linkage to Royal North Shore Hospital

Special areas of interest chronic pain and

- Trauma

Pain Management Program

Type	Medium intensity
Content	<ul style="list-style-type: none">• Understanding pain• Physical fitness• Strategies and skills in managing pain• Emotions, communication and relationships• Issues for carers• Medication and pain• Energy conservation• Flare up management
Fee	Nil for public patients
Number of hours	49 hours total
Frequency	7 hours, 2 days per week for 7 weeks
Group size	8 people
Availability	3 times per year
Eligibility	Persisting pain
Follow up	3, 6, 12 months and 2 years

Greenwich Hospital Pain Clinic (Tier 2)

Contact

Greenwich hospital

97-115 River Road Greenwich 2065

Phone: 02 8788 3958

Fax : 02 9903 8269

www.hammond.com.au/services/pain-management

Director: Professor Phillip Siddall

Team

- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Pain program (see below)
- Multidisciplinary case conferencing
- Telehealth consultations
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Procedural service

No - available through linkage to Royal North Shore Hospital

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Once yearly GP talks
- Telehealth consultations

Special areas of interest chronic pain and

- Elderly
- Nerve injury
- Rehabilitation focus post stroke / amputation
- Spinal Cord Injury

Research interests

- Brain imaging of pain
- Contribution of existential issues to the experience of pain
- Management of pain in spinal cord injury
- Pain and dementia
- Pain and neuroplasticity

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Greenwich Pain Program

Type	Medium intensity
Content	Understanding pain <ul style="list-style-type: none">• exercise• graded activity• pacing• managing flare ups• stretching• relaxation• meditation• brain retraining• goal setting
Fee	Nil
Number of hours	30 hours total
Frequency	3 hours once day per week for 8 weeks
Group size	8-10 people
Availability	5 times per year
Eligibility	Persisting pain
Follow up	Follow up for 6 months through attendance at four two hour sessions

Hunter Integrated Pain Service (Tier 2)

Contact

John Hunter Hospital

2 Lookout Rd
New Lambton Heights NSW 2305

Phone: 02 4922 3435

Fax: 02 4922 3438

Referrals Fax: 02 4922 3893

www.hnehealth.nsw.gov.au/pain

Director: Dr Chris Hayes

Team

- Addiction Medicine
- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychology
- Psychiatrist

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy Education and advice

Special areas of interest chronic pain and

- Aboriginal health and Culturally and Linguistically Diverse groups Drug and alcohol
- Community and primary care Education
- Mental health
- Spinal cord injury

Procedures offered

- Myofascial trigger point injections
- Nerve blocks
- Neurolytic procedures
- Spinal blocks

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Twice yearly GP talks
- Website support through [Health Pathways](#) or [HIPS website](#)

Research interests

- Service redesign
- Benchmarking of outcomes

Pain programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Understanding Pain

Content	This is a 90 minutes information session delivered to the majority of patients and support people. It runs monthly with extra sessions if needed. Numbers are typically 20-40 per group. The aim is to provide education about contemporary neuroscience and whole person management as well as orientation to the HIPS pathway. There is a DVD available for distant patients.
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Assessment and planning

Content	This pre assessment group is designed for up to 8 patients plus support people. It is run fortnightly with 5 hours of content on a single day. The aim is to undertake a supported self assessment and then develop a management plan.
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Supported self management

Content	This is a small group session of up to 8 patients. There are 10 hours of content over 4 weeks. An interdisciplinary team delivers the whole person program. Ten groups are held each year
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Supported lifestyle

Content	This program is currently under development. It is being designed to provide supported transition for a small cohort of patients back to primary care. Approximately 10 hours of further contact will be offered.
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Mindfulness

Content	The Mindfulness group consists of eight weekly sessions of two hours. This is a group which focusses on teaching mindfulness skills as an adaptive way to cope with stress.
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All programs

Type	Serial low intensity groups. This provides a medium intensity program if multiple groups are attended
Fee	Nil for public patients
Number of hours	Variable depending on type of program. Up to 26.5 hours if all groups are attended
Frequency	Groups delivered fortnightly to monthly
Group size	Small groups 5-8 patients (plus support people) Large group up to 40 (including patients and support groups)
Availability	Regular
Eligibility	Chronic pain
Follow up	1 month telephone review is typical

Illawarra Shoalhaven Chronic Pain Service (Tier 2)

Contact

Port Kembla Hospital

PO Box 21 Warrawong NSW 2505

Phone: 02 4223 8201

Fax: 02 4223 8305

Director: Dr Geoff Murray

Team

- Nurse consultant
- Occupational Therapy
- Pain Specialist
- Physiotherapist
- Psychologist

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Elderly
- Post amputation
- Stroke

Procedural Service

Also available through linkage to Prince of Wales Hospital

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Pump refills
- Spinal blocks

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Twice yearly GP talks

Research Interests

- Involvement in clinical trials

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

REFRAME	
Type	Medium intensity
Content	<ul style="list-style-type: none"> Goal setting Stress and anger management Communication skills Relationship issues Fear avoidance Improving sleep Mindfulness meditation Managing unhelpful thoughts Problem solving Improving self esteem Medication issues Managing depression Acceptance of pain Importance of exercise Anatomy/Physiology Healthy eating Exercise – walking, tai chi Energy conservation/posture awareness Relapse prevention
Fee	Public: nil Compensable: \$3790 (+ \$379.00 GST)
Number of hours	58 hours
Frequency	Average 5 hours, twice weekly for 6 weeks
Group size	15-25 people
Availability	4 programs per year (2 in Port Kembla, 2 in Shoalhaven)
Eligibility	Chronic non-cancer pain
Follow up	1, 3 month follow up

EMPOWER

Type	Medium intensity
Content	Goal setting Importance of exercise Importance of self-management approach Mindfulness meditation Anatomy and posture Pain physiology Medication Issues Fear avoidance Simplifying work/pacing Movement and lifting Stress management Managing unhelpful thoughts Improving sleep Managing depression Healthy eating Relapse prevention Exercise – walking, tai chi
Fee	Public: nil Compensable: \$2526 (+ \$253 GST)
Number of hours	36 hours
Frequency	Average 4.5 hours per day, twice weekly for 4 week
Group size	15-25 people
Availability	4 programs per year (2 in Port Kembla, 2 in Shoalhaven)
Eligibility	Chronic non-cancer pain
Follow up	3 month follow up

John Hunter Children's Hospital

(Tier 2)

Contact

Children's Complex Pain Service

Locked bag 1, Hunter Region Mail
Centre NSW 2310

Phone: 02 4921 4102 (Wed-Thu-Fri)

Fax: 02 4921 3599

Email: HNELHD-CPS@hnehealth.nsw.gov.au

Service website:

www.kaleidoscope.org.au/site/pain

Referral form: [www.kaleidoscope.org.au/
client_images/1676474.pdf](http://www.kaleidoscope.org.au/client_images/1676474.pdf)

Director: Dr Susie Lord

Team

- Addiction medicine (upon referral)
- Administrative assistant
- Child Life Therapist (upon referral)
- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychology

Support for GPs and other primary care professionals

- Pre-consultation telephone or telehealth advice for GPs
- Post consultation telephone advice for GPs

Research Interests

- Non pharmacological management , analgesia and sedation for painful procedures in children
- Pain in connective tissue disorders and other rare diseases of childhood

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Pain program (see The Children's Hospital at Westmead LEAP program below). A local education and support program for parents of children with chronic pain is under development
- Telehealth service delivery to GP rooms, community health centres or to homes where broadband internet access is available
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy
- Hydrotherapy (by referral)

Special areas of interest chronic pain and

- Complex Regional Pain Syndrome (CRPS)
- Headache, abdominal pain, widespread pain
- Improving access for families of Aboriginal and/or Torres Strait Islander origin
- Neonates, children and adolescents
- Pain in rare diseases of childhood, including cancer
- Procedural pain and medical traumatic stress

Liverpool Hospital (Tier 3)

Contact

Elizabeth St Liverpool NSW 2170

Phone: 02 8738 7200

Fax: 02 8738 7205

Acting Director: Dr Renata Bazina

Team

- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Cancer pain
- Drug and alcohol
- Geriatrics
- Post surgical neuralgias

Procedures offered

- Myofascial trigger point injections
- Nerve blocks
- Pump implants
- Pump refills
- Radiofrequency neurotomy
- Spinal blocks
- Spinal stimulators

Support for GPs and other primary care professionals

- 3-4 yearly GP talks/ allied health/community groups
- Education and advice Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs

Pain Programs

See attached ACI document 'Which Patient for Which Programme'.

One Day Educational Program (ODEP)

Pre-requisite to multidisciplinary program below

Type	Low
Content	Establishing expectations Education on pain management Pain treatment options Medical psychology and physiotherapy inputs Bio psychosocial model Self management
Fee	Free
Number of hours	8 hour day
Frequency	One off
Group size	10-15 people
Availability	10 times a year
Eligibility	Persistent pain
Follow up	Nil as majority progress into the Multi-disciplinary program below

Multi-Disciplinary Program

Type	Medium
Content	Understanding pain Goal setting Pacing Flare up management Exercise and conditioning Cognitive therapy Stress management Sleep and mindfulness
Fee	Nil for public patients On application for compensable clients
Number of hours	42 hours
Frequency	2 ½ days per week for 5 week
Group size	6-8 people
Availability	5 times per year
Eligibility	Persistent pain
Follow up	3, 6 and 12 months

Nepean Hospital Pain Management Unit (Tier 3)

Contact

Great Western Highway
Kingswood NSW 2747

Phone: 02 4734 3217

Fax: 02 4734 1328

Director: Dr Suyin Tan

Team

- Addiction Medicine
- Nurse Consultant
- Occupational Therapy
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology
- Rehabilitation medicine

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Drug and alcohol
- Oncology
- Palliative care
- Rehabilitation medicine

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Peripheral nerve stimulators
- Pump implants for spasticity
- Pump refills
- Radiofrequency neurotomy
- Spinal blocks
- Spinal cord stimulators

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Twice yearly GP talks

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Living with Pain

Type	Pre-assessment
Content	Introductory talk with demonstrations Education
Fee	Nil for public patients
Number of hours	7 hours over 1 day
Frequency	Monthly
Group size	12-16 people. Partners are welcome
Availability	Ongoing
Eligibility	Chronic non cancer pain
Follow up	1 month - option to have individual or group appointment

'Cope' Pain program

Type	Medium intensity
Content	<ul style="list-style-type: none"> • Medications • Relaxation • Goal setting • Sleep • Desensitization • Thought management • Exercise and gym work • Nutrition
Fee	Nil for public patients
Number of hours	36 hours
Frequency	6 hours per day once per week for 6 weeks
Group size	10-12 people
Availability	5 programs per year
Eligibility	Chronic non-cancer pain
Follow up	3 months

Northern NSW LHD Multi-disciplinary Pain Management Service Lismore

Contact

Lismore Base Hospital

50 Hunter Street Lismore NSW 2480

Phone: 02 6620 7250

Fax: 02 6620 7222

Director: Dr Frank Wagner

Team

- Nurse Practitioner
- Pain Specialist
- Physiotherapist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multi-disciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Adult and elderly
- Orofacial disorder

Procedural Service

Limited

Procedures offered

- Spinal blocks

Support for your primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs

Pain Programs

See attached ACI document 'Which Patient for Which Programme'.

IMPACT	
Type	High intensity
Content	<p>Cognitive Behavioural Therapy based multidisciplinary program conducted in an interdisciplinary manner</p> <ul style="list-style-type: none"> • Pain education • Supervised exercise and activity upgrading • Self management skill straining • Sleep and stress management • Pain medications rationalized • Communication skills • Home pain management planning with family involvement • Return to work planning with rehabilitation involvement
Fee	<p>Nil for public patients</p> <p>Fees will be applicable for recipients of third party or worker's compensation payments</p>
Number of hours	96 hours total
Frequency	8 hour days 4 days per week over 3 weeks
Group size	10 people per group maximum
Availability	4 programs per year
Eligibility	Persisting pain
Follow up	Follow up appointments available at 1, 3 and 6 months following the program. Patients welcome to attend up to 4 times per year for the subsequent year
IMPROVE	
Type	Medium intensity
Content	<p>Cognitive Behavioural Therapy based multidisciplinary program conducted in an interdisciplinary manner</p> <ul style="list-style-type: none"> • Pain education • Supervised exercise and activity upgrading • Self management skill straining • Sleep and stress management • Thought monitoring and Desensitisation • Home pain management planning with family involvement
Fee	Nil for public patients
Number of hours	24 hours in total
Frequency	3 hour days 2 days per week over 4 weeks
Group size	10 people per group maximum
Availability	8 programs per year
Eligibility	Persisting pain
Follow up	Follow up appointments available at one, three and six months following the program

INVEST – Elderly Pain Program

Type	Medium intensity
Content	Cognitive Behavioural Therapy based multidisciplinary program conducted in an inter disciplinary manner <ul style="list-style-type: none">• Pain education• Supervised exercise and activity upgrading• Self management skill straining• Sleep and stress management• Thought monitoring and Desensitisation• Home pain management planning with family involvement
Fee	Nil for public patients
Number of hours	12 hours total
Frequency	3 hour days 1 day per week over 4 weeks
Availability	2 programs per year
Eligibility	Persisting pain
Follow up	Follow up appointments available at 1, 3 and 6 months following the program.

Orange Hospital Chronic Pain Management Service (Tier 2)

Contact

Forest Rd Orange NSW 2800

Phone: 02 6369 3988

Fax: 02 6360 1382

Director: Dr Claire Sui

Special areas of interest chronic pain and

- Brain Injury
- Elderly
- Post amputation
- Spinal Cord Injury
- Stroke

Team

- Nurse consultant
- Occupational Therapy
- Pain Specialist
- Physiotherapist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Procedural Service

Limited - available through linkage to Royal Prince Alfred Hospital

Procedures offered

- Nerve blocks
- Botox injections
- Pump refills

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Telehealth consultations with GPs
- Twice yearly GP talks

Pain Program

See attached ACI document '[Which Patient for Which Programme](#)'.

Pre Assessment Pain Education Session

Content	<ul style="list-style-type: none"> • Chronic pain mechanisms • Pacing activity • Relaxation and stress management • Thought management • Medications use
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Pain Education Program

Type	Medium intensity
Content	<ul style="list-style-type: none"> • Chronic pain mechanisms • Values and goals • Mindful meditation/ desensitisation • Pacing • Sleep hygiene and sleep mechanics • Exercise and posture • Communication and problem solving • Medication management • Nutrition and life style • Sexuality • Flare up plan
Fee	Nil fee for public patients and upon application for recipients of third party or worker's compensation payments
Number of hours	24 hours
Frequency	3 hours per week for 8 weeks
Group size	6-10 people
Availability	4 groups per year
Eligibility	Persisting pain
Follow up	1, 3, 6 and 12 months

Port Macquarie Hospital Chronic Pain Management Service (Tier 2)

Contact

Wright's Road, Port Macquarie NSW 2444

Phone: 02 5524 2215

Fax 02 5524 2259

Director: Vacant

Team

- Nurse consultant
- Pain Specialist
- Psychology
- Physiotherapist

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Acute to chronic transition
- Cancer pain
- Elderly
- Return to work

Procedural Service

No- available through linkage to Royal North Shore Hospital

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Twice yearly GP talks

Research Interests

- Identification of factors affecting adherence to Cognitive Behaviour Therapy programs for chronic pain
- Identification of acute to chronic pain

Pain Program

See attached ACI document '[Which Patient for Which Programme](#)'.

STRIDES

Type	Medium
Content	Exercise and conditioning Thought management Sleep Flare up management and problem solving Medication Understanding pain De sensitization Self management with homework expectations Pacing
Fee	Free for public patients and upon application for compensable patients
Number of hours	48 hours
Frequency	6 hour day twice per week for 4 weeks
Group size	8-10 people
Availability	Every 6 weeks
Eligibility	Persistent pain
Follow up	1, 6 and 12 months

Prince of Wales Hospital (Tier 3)

Contact

Barker St Randwick NSW 2031

Phone: 02 9382 2863

Fax: 02 9382 2870

Director: Dr Kok Eng Khor

Team

- Addiction Medicine
- Art therapy
- Nurse consultant
- Occupational Therapy
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology
- Rehabilitation Medicine
- Research Officer

Services offered

- Education and advice
- Inpatient management
- Interventional pain therapies – nerve blocks, implants
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conference
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Addiction and drug health
- Cancer pain
- Headaches
- Mental health
- Neuropathic pain
- Spinal Cord Injury

Procedures offered

- Myofascial trigger point injections
- Nerve blocks
- Pump implants
- Pump refills
- Radiofrequency neurotomy
- Spinal blocks
- Spinal stimulators

Support for GPs and other primary care professionals

- 3-4 yearly GP talks
- Community forums
- GP forums
- Invitation to GPs to attend case conference
- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs

Pain Program

See attached ACI document '[Which Patient for Which Programme](#)'.

PRISM	
Type	Medium
Content	<ul style="list-style-type: none">• Understanding pain• Goal setting• Exercise, posture and pacing• Thought management• Sleep• Medications• Managing flare ups and problem solving• Nutrition
Fee	Nil to public patients and upon application for compensable patients
Number of hours	60 hours
Frequency	Twice a week for 5 weeks
Group size	5-8 people
Availability	4-6 programs per year
Eligibility	Chronic non-cancer pain
Follow up	3 months clinic appointment

Royal North Shore Hospital (Tier 3)

Contact

Pacific Highway
St Leonards NSW 2065

Director: Dr Charles Brooker

Team

- Clinical Psychology
- Nurse Consultant
- Nurse Specialists
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Rheumatologists

Services offered

- Education and training
- Medical reviews
- Multidisciplinary/individual assessment
- Multidisciplinary pain conference
- Pain programs (see below)
- Treatment planning and appointments with health professionals e.g. pain medicine specialists, psychology and physiotherapy

Procedures offered

- Nerve blocks
- Pump implants
- Pump refills
- Radiofrequency neurotomy
- Spinal blocks
- Spinal stimulators

Special areas of interest chronic pain and

- Adult and elderly patients
- Education/training for health care providers and pain sufferers
- Intrathecal drug delivery systems (IDDS), spinal cord stimulators, Dorsal Root Ganglion stimulators
- Medication rationalisation and withdrawal
- Orofacial pain
- Prevention of secondary disability
- Return to work
- Self management
- Spinal cord injury/Nerve injury

Support for your primary care professionals

- Invitations to join case conference
- Pre-consultation telephone advice for GPs upon request
- Post consultation telephone advice for GPs upon request
- Reporting to referring providers
- Presentations to Medicare and Allied Health groups on request and via seminars organized at RNSH
- Support to primary care professions following discharge

Research Interests

- Basic science on pain mechanisms and development of new treatments
- Contribution of psychological and social factors to pain, its treatment, and its impact on lifestyle
- Contributors to patient outcomes from treatment
- Development and evaluation of pain assessment and management measures
- Development of psychological and social treatments for pain
- Disability prevention in injured workers
- Drug trials
- Outcome evaluation (of all treatments)
- Pain education and training in pain management skills
- Psycho-physiological studies

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

ADAPT program	
Type	High intensity
Content	<p>Cognitive Behaviour Therapy based multi-disciplinary program conducted in an interdisciplinary manner</p> <ul style="list-style-type: none"> • Pain education • Supervised exercise and activity upgrading • Self management skills training • Sleep and stress management • Pain medication rationalized and ceased • Communication skills • Home pain management planning with family involvement • Return to work planning with rehabilitation involvement • Focus on self-reliance in activities of daily living
Fee	Nil for public patients and upon application for compensable patients
Number of hours	120 hours
Frequency	15 8 hour days over 3 weeks
Group size	10 people
Availability	12 programs per year
Eligibility	<p>Persistent pain causing significant interference in lifestyle, often with depressed mood and dependence on unhelpful medication. Assessment by the team is required to ensure suitability.</p> <p>Patients must have been thoroughly prepared via assessment process and pre admission meetings with treating team.</p>
Follow up	1 and 6 months (group) ePPOC measures and by appointment on an individual basis (as needed)

INTERVENE (attached to ADAPT)

Type	Modified high intensity
Content	Same as ADAPT, but less comprehensive. Intervene is focused on application of the self management strategies at work or home during the program. Accordingly, the first 5 days (week 1) is at the hospital as a day patient with the ADAPT participants, then 2 days at the hospital in each of weeks 2 and 3.
Fee	Nil for public patients and upon application for compensable patients
Number of hours	72 hours
Frequency	9 x 8 hours over 3 weeks
Group size	Maximum of 2 people in addition to ADAPT (i.e. 8 ADAPT + 2 Intervene)
Availability	12 programs per year
Eligibility	Persistent pain causing moderate interference in lifestyle, with low distress and low reliance on medication. Must follow following assessment by the team to ensure suitability Suitable for those with a job or family/study commitments
Follow up	1 and 6 months (group) ePPOC and by appointment on individual basis

SENIORS ADAPT

Type	Moderate intensity
Content	<ul style="list-style-type: none">• Cognitive Behaviour Therapy based multi-disciplinary program conducted in an interdisciplinary manner• Education regarding pain and medication• Supervised exercise and activity upgrading• Falls prevention• Self management skills training• Sleep and stress management• Home pain management planning with family involvement• Focus on self-reliance in activities of daily living
Fee	Nil for public patients and upon application for compensable patients
Number of hours	24 hours
Frequency	3 hours on 2 days per week for 4 weeks
Group size	10 people
Availability	2-3 programs per year
Eligibility	Persistent pain in people aged over 65 years with pain causing interference in lifestyle or fear of loss of independence. Suitability is assessed by the team
Follow up	1 and 6 months (group) ePPOC measures and by appointment on individual basis

Back Pain Education Group (B-PEG)

Type	Low intensity
Content	<ul style="list-style-type: none"> • Cognitive Behaviour Therapy based multi-disciplinary program conducted in an interdisciplinary manner • Education regarding pain and self-management • Manual-based program • Goal setting • Supervised exercise and activity upgrading • Self-management skills training • Stress management • Home pain management planning
Fee	Nil for public patients and upon application for compensable patients
Number of hours	10 hours (5 x 2 hr sessions)
Frequency	1 day per week for 5 weeks (3-5 pm)
Group size	10 people
Availability	Most weeks through year with minimal wait time Once confirmed as suitable, patients attend up to 5 sessions and start as soon as vacancy available
Eligibility	<p>Persistent back/neck causing interference in lifestyle, low level distress, or fear-avoidance behaviour.</p> <p>Must be referred via physiotherapy triage assessment at hospital outpatient clinic</p> <p>Suitability is confirmed by the BPEG team</p> <p>Score on OMPSQ-SF (screening scale) >49/100</p> <p>Not suitable for spinal surgery</p>
Follow up	1 and 3 months (by mail or phone) ePPOC measures; offer individual follow-up if required

Individual Programs

Type	Low intensity
Content	<ul style="list-style-type: none"> • Cognitive Behaviour Therapy • Problem specific intervention (e.g. overdoing activities, PTSD, poor sleep, adjustment issues)
Fee	Nil for public patients and upon application for compensable patients
Number of hours	1-10 hours
Frequency	30-60 minute sessions, weekly or second weekly for 1-10 sessions
Group size	Individual only
Availability	Throughout the year
Eligibility	Suitability is assessed by the multidisciplinary team
Follow up	By appointment on individual basis ePPOC measures

Royal Prince Alfred Hospital (Tier 3)

Contact

QE 11 59 Missenden Rd
Camperdown, NSW, 2050

Phone: 02 9515 9870

Fax: 02 9515 9831

Director: Dr Steve Gibson

Team

- Addiction Medicine
- Clinical Nurse Consultant
- Neurologist
- Nurse Practitioner
- Occupational Therapy
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology
- Rehabilitation Consultant

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- CRPS
- Drug and alcohol
- Mental health
- Palliative care
- Procedures
- Sub acute pain management

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Neurolytic procedures
- Pump refills
- Pump implants
- Radiofrequency neurotomy
- Spinal blocks
- Spinal stimulators

Support for GPs and other primary care professionals

- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Supported management advice for GPs
- Twice yearly GP talks

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Pain Management Program intensive (PMP-i)

Type	High intensity
Content	<p>Return to work focus, increasing function Formalised education addressing:</p> <ul style="list-style-type: none"> • Types of pain, pain pathways, medication, reconditioning, fear avoidance • Acceptance Commitment Therapy including other Cognitive behavior strategies (pacing, thought challenging, problem solving, goal setting, depression management, stress management, sleep hygiene) • Mindfulness meditation • Daily stretches, activity and exercise upgrading, pacing, posture theory and application, ergonomic techniques • Medication withdrawal plan in conjunction with nurse practitioner and staff specialist • Preparation for self management plan after completion of program with home goals, activity of daily living planning, relapse prevention
Fee	<p>Nil for public patients Fees will be applicable for recipients of third party or worker's compensation payments</p>
Number of hours	120 hours
Frequency	5 x 8 hour days per week for 3 weeks
Group size	6-10 people
Availability	4 times per year
Eligibility	Persisting pain
Follow up	1, 3, 6 and 12 month follow up

Pain Education Program (PEP)

Type	Medium intensity
Content	As above but less intensive with more focus on self management application and homework between each sessions
Fee	Nil
Number of hours	28 hours
Frequency	4 hours per week for 8 weeks
Group size	10-15 people
Availability	4 groups per year
Eligibility	Persisting pain
Follow up	1, 3, 6 and 12 month follow up

RPAH STEPS

Type	Low intensity
Content	Explain pain, introduction to pacing, mindfulness meditation, medication management, physical reconditioning concepts
Fee	Nil
Number of hours	8 hours
Frequency	4 hours per week for 2 weeks
Group size	10-15 people
Availability	4 groups per year
Eligibility	Persisting pain
Follow up	3 months only using questionnaires

St George Hospital (Tier 2)

Contact

Gray St, Kogarah NSW 2217

Phone: 02 9113 2381

Fax: 02 9113 3938

Director: Dr Peter Cox

Team

- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Procedures offered

- Nerve blocks
- Pump refills
- Spinal blocks

Special areas of interest chronic pain and

- CRPS
- Elderly
- Epidermolysis bullosa
- Palliative Care
- Post amputation
- Renal conditions
- Stroke
- Trauma

Support for GPs and other primary care professionals

- 3-4 yearly GP talks
- Multidisciplinary case conferencing
- Pre-consultation telephone advice for GPs
- Post consultation telephone advice for GPs
- Quarterly GP newsletter
- Supported management advice for GPs

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Activate	
Type	High intensity
Content	Tailored education <ul style="list-style-type: none"> • Types of pain, pain pathways, central sensitisation, medications, deconditioning and reconditioning, different treatments • Cognitive coping strategies (pacing, thought challenging, problem solving, goal setting, communication skills, mindfulness, depression management, stress management, anxiety management, sleep hygiene) • Applied relaxation, meditation • Daily stretches, activity and exercise upgrading (using pacing), posture theory and application, ergonomics • Medication withdrawal plan in conjunction with nurse and pain specialist • Preparation for self management after completion of program with time use and home goals, activities of daily living, maintaining the changes
Fee	Fees will be applicable for recipients of third party or worker's compensation payments
Number of hours	110 hours
Frequency	5 days a week for 3 weeks 9:00-4:30
Group size	6-10 people
Availability	5-6 programs a year
Eligibility	Persisting pain for high levels of disability
Follow up	1,3,6,12 month following attendance
Mini Activate	
Type	Medium intensity
Content	Tailored education <ul style="list-style-type: none"> • Types of pain, pain pathways, central sensitisation, medications, deconditioning and reconditioning • Cognitive coping strategies (pacing, thought challenging, problem solving, goal setting, communication skills, mindfulness, mood management, sleep hygiene) • Applied relaxation, meditation • Stretches, activity and exercise upgrading (using pacing), posture theory
Fee	Fees will be applicable for recipients of third party or worker's compensation payments
Number of hours	48 hours
Frequency	2x6 hour sessions of four hours over 8 weeks 9:30-3:30
Group size	6-8 people
Availability	2 programs per year
Eligibility	Persisting pain with low levels of disability
Follow up	3, 6, and 12 months review following attendance

St Vincent's Hospital (Tier 3)

Contact

Ambulatory Care
Xavier level 3 Darlinghurst 2010

Phone: 0428 649 628

Appointments: 02 8382 3110

Fax: 02 8382 3111

Director: Associate Professor
Steven Faux

Team

- Addiction Medicine
- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology
- Rehabilitation Physician

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conference
- Pain program (see below)
- Telehealth for residential aged care facilities
- Telehealth for rural support
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Amputees
- Drug and alcohol
- Elderly
- HIV/AIDS
- Mental health
- Neuropathic pain
- Palliative care
- Transplant
- Trauma

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Spinal blocks
- Spinal catheters

Support for GPs and other primary care professionals

- 3-4 yearly GP talks
- Collaborative clinics for GPs
- Pre-consultation telephone advice for GPs and practice nurses
- Post consultation telephone advice for GPs and practice nurses
- Quarterly GP newsletter
- Supported management advice for GPs and practice nurses
- Tele pain clinic rural and remote; residential aged care facilities

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Reboot

The Reboot Program provides a multi-disciplinary self-management approach to persistent pain.

Type	High intensity
Content	<p>The goals of the program are to:</p> <ul style="list-style-type: none"> • provide education about chronic pain, • improve physical functioning, • provide coping skills and strategies, promote self-management. <p>The program offers education, support and skills development in the following areas:</p> <ul style="list-style-type: none"> • What is chronic pain • Role of Medications • Goal setting • Pacing • Tai Chi • Identifying & challenging unhelpful thoughts • Mood management • Relaxation skills • Sleep management • Flare up/relapse management • Posture and manual handling • In session and at home movement programs
Fee	<p>Nil</p> <p>Fees will be applicable for recipients of third party or worker's compensation payments</p>
Number of hours	68 hours
Frequency	<ol style="list-style-type: none"> 1. 2 hours Preboot (Pre boot introduces the concepts of chronic pain and self-management) 2. 6 hours once per week for 10 weeks 3. 2 hours x3 follow up
Group size	6-10 people
Availability	6-8 programs a year
Eligibility	<p>Chronic non-cancer pain</p> <p>Individual physiotherapy and clinical psychology sessions are available if the program is not suitable for the participant</p>
Follow up	<p>2 hours at 1, 6 and 12 months post program, individual sessions are available post treatment</p> <p>Ongoing gym and support group available to participants</p>

Reboot for Seniors

Type	Moderate intensity
Content	<p>The program offers education, support and skills development in the following areas:</p> <ul style="list-style-type: none"> • What is chronic pain • Role of Medications • Goal setting • Pacing • Tai Chi • Identifying & challenging unhelpful thoughts • Mood management • Relaxation skills • Sleep management • Flare up/relapse management • Posture and manual handling • In session and at home movement programs
Fee	Nil
Number of hours	30 hours
Frequency	4 hours once per week for 6 weeks
Group size	6-10 people
Availability	1-2 programs per year
Eligibility	Chronic non-cancer pain >70 years old, cognitively intact, independently mobile
Follow up	2 hours at 1,6 and 12 months post program Individual sessions are available post treatment

Sydney Children's Hospital (Tier 3)

Contact

High St Randwick NSW 2031

Phone: Dave Anderson CNC
02 9382 1816

Fax: 02 9382 7946

Director: Dr Mathew Crawford

Team

- Nurse Consultant
- Occupational Therapy
- Pain Specialist
- Play Therapy
- Psychology
- Physiotherapist
- Social Worker

Services offered

- Education and advice
- Outpatient rehabilitation after assessment
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Parental influences
- Predictive factors for persistent post-operative pain

Procedures offered (rarely indicted in paediatric Patients)

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Spinal blocks

Support for GPs and paediatricians

- Pre-consultation telephone advice
- Post consultation telephone advice

Research interests

- Evaluation of the PainBytes online youth education program
- Parent education programs
- Parental attitudes in paediatric chronic pain
- Non-invasive nerve stimulation for paediatric chronic pain
- Sleep and fatigue in children with pain
- Twins studies

Pain Program

Single Day Group Programs offered to existing patients during school holidays
Groups are age based

Contact

Locked bag 9783, Tamworth
NEMSC NSW 2348

Phone: 02 6767 7125

Fax: 02 6766 9173

Director: Dr Suzanne Cartwright

Team

- Nurse consultant
- Physiotherapist
- Pain Specialist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Aboriginal health
- Community and Primary Care Education
- Primary Care support via Telehealth Model
- Nerve injury

Procedural Service

No. Procedures offered through linkage with the John Hunter Integrated Pain Service

- Nerve blocks

Support for GPs and paediatricians

- Pre-consultation telephone advice
- Post consultation telephone advice
- Twice yearly talks in primary care
- Website support:
 - [Health Pathways](#)
 - [HIPS website](#)
 - [ACI Pain Management Network website](#)

Pain Programs

See attached ACI document '[Which Patient for Which Programme](#)'.

Understanding pain

Type	Low intensity - pre assessment information seminar
Content	90 minute pre-assessment information session, delivered to all patients and support people. The program covers the new science of pain and explores a whole person approach to treatment, as well as providing TIPS pathway options. A DVD is available for distant patients.
Fee	Nil for public patients
Number of hours	90 minutes single session
Frequency	Monthly
Group size	20-40 people
Availability	12 times per year
Eligibility	Persistent pain

Assessment and planning

Type	Low intensity
Content	5 hours of content – A guided self-assessment workshop for patients and support people, assisting individual development of a pain assessment and recovery plan that enables the patient to identify life goals, introducing active strategies to help work towards these.
Fee	Nil
Number of hours	5 hours on 1 day
Frequency	Monthly and more frequently as required
Group size	8 people
Availability	12 times per year
Eligibility	Persistent pain
Follow up	Medical review for an individual if required

Supported self management

Type	Low intensity
Content	16 hours of content (over 4 week period), this small group session is designed to assist people with complex persistent pain to move ahead. The program is delivered by an interdisciplinary team and supports learning and practice of active self-management skills.
Fee	Nil
Number of hours	16 hours
Frequency	4 hours per week over 4 weeks
Group size	Up to 8 people
Availability	Every 6 weeks
Eligibility	Persistent pain with daily morphine equivalent <60mg, willingness to taper and cease opioids
Follow up	Telephone review at 1 month is typical. Fortnightly phone follow up provided if required.

'Fine -Tune -Friday'

Type	Low intensity
Content	A newly developed 2 hour program. Designed as a review of the supported self-management program content with the aim of improving uptake of active pain management skills. It provides time to collect follow up patient data and assessment of ongoing individual needs.
Fee	Nil for public patients
Number of hours	2 hours
Frequency	Single session
Group size	Up to 8 people
Availability	Monthly
Eligibility	Patients who have completed the Supported Self-Management program and would like further support to review active pain management skills. Offered 1 month after completion of the program.

Contact

Cnr Hawkesbury Rd and Hainsworth St
Westmead NSW 2145

Phone: 02 9845 2573

Fax: 02 9845 2111

Director: Associate Professor
John Collins

Team

- Administrative Officer
- Nurse Practitioner
- Pain Specialist
- Physiotherapist
- Psychiatrist
- Psychology

Services offered

- Collaborative pain rehabilitation admission with Department of Psychological Medicine
- Day program
- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Special areas of interest chronic pain and

- Cancer pain
- CRPS
- Headache
- Juvenile Arthritis
- Musculoskeletal pain including joint hypermobility
- Neurofibromatosis
- Persisting postoperative pain
- Phantom limb pain
- Scoliosis

Procedural Service

Yes through anaesthetic and rehabilitation departments upon referral

Procedures offered

- Botox injections
- Nerve blocks (rare)
- Pump refills
- Spinal blocks (rare)

Support for GPs and paediatricians

- Annual paediatric symposium
- Information brochure
- Pre-consultation telephone advice
- Post consultation telephone advice
- Written report

Pain Program

See attached ACI document '[Which Patient for Which Programme](#)'.

TAME your pain (In development)

Type	Day program
Content	Reduce pain and reliance on pharmacological agents Improving function, including activity, exercise, school attendance and social activities
Fee	Nil to public patients
Number of hours	40 hours
Frequency	5 days of 8 hours over 2 weeks
Group size	6-7 people
Availability	4 times per year during school holidays
Eligibility	Referral into the program is via the pain clinic
Follow up	By individual team member

Westmead Hospital (Tier 3)

Contact

Hawkesbury Rd Westmead NSW 2145

Phone: 02 9845 7800

Fax: 02 8860 4598

Director: Dr David Gronow

Team

- Addiction Medicine
- Nurse consultant
- Pain Specialist
- Physiotherapist
- Psychology

Services offered

- Education and advice
- Medical reviews
- Multidisciplinary assessment
- Multidisciplinary case conferencing
- Pain program (see below)
- Treatment planning and appointments with health professionals e.g. psychology and physiotherapy

Procedures offered

- Botox injections
- Myofascial trigger point injections
- Nerve blocks
- Pump refills
- Radiofrequency neurotomy
- Spinal blocks
- Spinal cord stimulators

Special areas of interest chronic pain and

- Complex Regional Pain Syndrome
- Rehabilitation

Support for GPs and paediatricians

- Pre-consultation telephone advice
- Post consultation telephone advice

Research Interests

Phase ii, iii and iv clinical trials in analgesia in nociceptive or neuropathic pain.

Pain Program

See attached ACI document '[Which Patient for Which Programme](#)'.

Type	Medium Intensity
Status	In development
Content	<ul style="list-style-type: none">• Understanding pain• Exercise• Tai-Chi• Graded activity• Pacing• Managing flare ups• Stretching• Relaxation• Goal setting• Cognitive Behaviour Therapy• Mindfulness
Fee	Nil
Number of hours	30 hours
Frequency	6 hours weekly for 6 weeks + review
Group size	4-8 people
Availability	4 times per year
Eligibility	Chronic Pain – Assessed as suitable for group
Follow up	3 months in pain clinic