



**NHS Doncaster CCG - Governing Body**

**4 July 2019**

**Patient Story**

# Managing a Musculoskeletal Problem



## Introduction

- Mr Robert Havenhand
- 63 years old
- Married
- Self Employed
- Normally fit and well - an active dog walker



## Journey

- Fall on Saturday 22nd March - Bruised ribs, right side, high up
- 23<sup>rd</sup> March Started Ibuprofen and paracetamol-spasm in lower back started
- Contact with the GP Practice - prescribed Codeine due to side effects of medication.
- Thursday 28 March - feeling worse, - contacted GP Practice prescribed Nefopam
- Could not handle Nefopam - contacted G.P prescribed co-codamol, again could not tolerate this prescribed another drug not containing codeine
- Could not handle this drug so contacted G.P and prescribed Gabapentin
- Problem getting worse - pain progressed to my buttock and legs - applying “freeze gels”
- Tuesday 2 April contacted the GP Practice - given appointment for First2physio for 3 April



## Implications of the symptoms

- 3-4 weeks unable to use my bed
- Slept sat up on the couch, then the floor in the room
- Could not stand up straight, could not sit down and could not lay down
- It took 10 minutes to get to the toilet by crawling and using the walls
- I required help with all activities of daily living
- As of the middle of June I am just starting to feel better however I have continued pain, burning, tingling, electric shocks in my leg affecting my positioning, functioning and mobility.



## First2 physio appointment

- I expected physiotherapy
- I was given an examination
- Advised to complete exercises (Sheet provided with instructions)
- Advised to return to my GP if no better in 2 weeks
- I was happy with the service I received on the day



## Following the First2physio appointment

- Medication continuing however still seeking options to help me feel better
- Discussion with pharmacy - advised to purchase TENS Machine - £70
- Chinese herbal cream purchased(Tiger balm) - difficult to apply and feel any benefit
- Discussion with Pharmacist - advised “Sciafix” - applied to the leg as pain now confined to leg - £40
- Purchased Cannabis Oil - £80 - last 6 weeks-this seems to be more helpful than anything else



## Positive aspects of this journey

- Mr Havenhand had no intention of attending A&E
- Referral to First2Physio
- Mr Havenhand self managing his problems
- Availability of advice





## What would improve this journey?

- Awareness of the service First2Physio provide
- Demonstration of exercises and follow up
- Self management supported by a coordinated approach to signposting and advice regarding options
- Offer of an appointment with the GP to provide advice and support



# Thank You

## Any Questions?

