

Hammersmith and Fulham Opioid Reduction Pilot

Suggestions for inclusion in SMS or telephone conversations with people with severe chronic pain being called for structured medication reviews by GP reception teams.

SMS

Dear <Title> <Surname>

We are inviting you to have a pain review as you have been prescribed medicines for pain for 6 months or longer.

Please could you contact [details] to book an appointment with [name], our clinical pharmacist to discuss your chronic pain.

Thank you
[sign off]

Telephone

I'm [name of caller] from [name of surgery].

Please may I speak to [name of patient]

(confirm identity of patient as per usual practice)

Thank you for taking my call. We are inviting all patients who have been prescribed medicines for pain for 6-months or longer to have a pain review. You will have a chance to talk about how your pain is affecting your life and your views on your medication and other support that may be helpful. You will be able to make a plan that, at some point, may lead to a change in the way you manage your pain. Many patients find this approach helpful.

This is a new service that is provided by trained pharmacists, who are supported by our community pain specialists.

Many of our patients find it helpful to think about the things that would be helpful to discuss. Please may I send you a questionnaire to look at and bring to your appointment?

If this is something you would be interested in, please may I book an appointment with [name], our clinical pharmacist?