

# Information for patients and carers

Patient's Charter  
Attending the Pain Management  
Clinic

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue. The top band is a light blue, the middle is a medium blue, and the bottom is a dark blue.

## What is a Patient's Charter?

The 2023 updated NHS Constitution for England sets out the principles and values of the NHS, and outlines the rights to which patients, the public and staff are entitled. It describes the responsibilities which the public, patients and staff owe to one another, and the pledges to which the NHS is committed to achieve.

At Lancashire Teaching Hospitals our values set out the behaviours we expect our staff to show to one another when caring for you as one of our patients.

The Pain Management's 'Patient Charter' outlines the responsibilities we as a team must provide to our patients and the responsibilities of our patients.

## Lancashire Teaching Hospitals Trust Values



In addition to the NHS Constitution the staff members of the Pain Management Team uphold the 5 Trust Values:

- Being Caring and Compassionate  
We treat everyone with dignity and respect, doing everything we can to show we care
- Recognising Individuality  
We respect, value, and respond to every person's individual needs
- Seeking to Involve  
We will always involve you in making decisions about your care and treatment and are always open and honest
- Team working  
We work together as one team, and involve patients, families, and other services, to provide the best care possible

- Taking Personal Responsibility  
We each take personal responsibility to give the highest standards of care and deliver a service we can always be proud of

## What our responsibilities are towards you?

- We will always encompass and adhere to our Trust values
- We will always treat you with professional courtesy, dignity and respect
- We will never discriminate against you
- We will gain your consent before commencing any treatment and you will also have the right to decline
- We will give you information about treatment options that maybe open to you, what the treatment involves and what their risks and benefits are
- We will always maintain your privacy and confidentiality
- We shall always provide a safe and clean environment for you, for when you come to visit us
- We will support you in the handling of any concerns or complaints to ensure this does not impact any future treatment. You can contact the Patient Experience and PALS team to discuss and seek advice; email [pals@lthtr.nhs.uk](mailto:pals@lthtr.nhs.uk)
- We will continually audit our service with the aim to improve the quality of our service
- We welcome your feedback and the lessons we can learn from

## What are your responsibilities as a patient when you are being treated by the pain team?

- **Please treat all members of our team (administration team, nurses, doctors, psychologists and physiotherapists) and other patients with respect – verbal or physical abuse or aggressive behaviour will not be tolerated. The NHS operates a zero-**

## **tolerance policy to physical or verbal abuse which could result in your discharge from our service**

- Please keep all scheduled appointments and arrive to the clinic on time
- If you need to change an appointment date or time, please telephone and ask for your appointment to be rescheduled
- Please inform the Pain Management Service of any emergency leading to you not being able to attend an appointment on the day. Failure to do so may lead to you being discharged
- Please remember appointments with the clinical nurse specialists, clinical psychologists and specialist physiotherapists, as these appointments are also essential parts of your treatment plan and hold equal importance to you being seen by the consultants.
- Please ensure your personal contact details are kept up to date and inform the team of any changes.
- Please provide positive or negative feedback about your experiences and the treatment you have received.

## **Contact details**

Should you require further advice or information please contact Pain Management Service on **01772 522687**.

## **Sources of further information**

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

[www.patient.co.uk](http://www.patient.co.uk)

<https://tinyurl.com/3fusm93m>

<https://tinyurl.com/3ynba8h4>

[www.lancsteachinghospitals.nhs.uk/our-values](http://www.lancsteachinghospitals.nhs.uk/our-values)

**Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.**

**Follow us on social media @lancshospitals**

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**.

**Please ask a member of staff if you would like help in understanding this information.**  
**This information can be made available in large print, audio, Braille and in other languages.**

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**Division:** Diagnostics and Clinical Support  
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