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## 1. Purpose

- Evaluation of an inter professional educational intervention which included service users
- Implementation of evidence based management of low back pain with principles and methods of quality improvement.

## 2. Relevance

- Low back pain is a complex common condition
- First point of contact is usually general practice which is not well organised to manage low back pain
- Service users report frustration, unmet needs and the inability to access services
- Implementation of evidence into practice is difficult even with meaningful user involvement

## 3. Participants

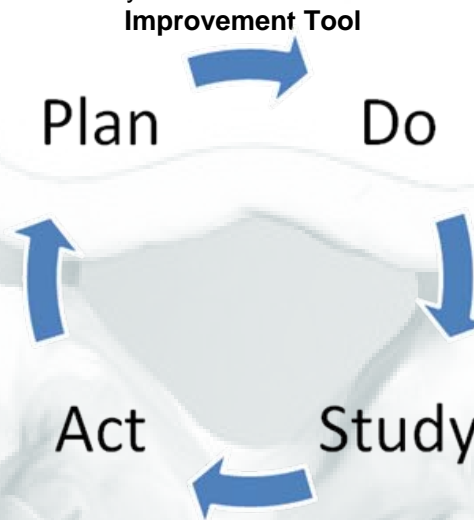
Nine inter professional teams from general practice of which seven included a service user



## 4. Method

A quality improvement process using Plan-Do Study-Act (PDSA) cycles was employed with the questions:

- What are you trying to accomplish?
- How will you know that a change is an improvement?
- What changes can you make that will result in the improvement you seek?



To facilitate change;

- 8 half day workshops for the nine practice teams to enable interprofessional and service user discussion and collaboration using patient stories
- Participants were introduced to evidence based guidelines and service improvement principles and methods
- Between workshops a Quality Improvement Facilitator provided practice-based support
- A Wiki site was set up for communication

## 5. Analysis

Thematic analysis of the aims and ideas for the first improvement project of each practice team.



## 6. Results

### In relation to unmet needs

- Practice teams which included a service user prioritised the need for advice and education as their first improvement project.

### In relation to inability to access services

- Practice teams without a service user prioritised the need for process change in their practices as their first improvement project.
- All participants recognised that the methodological approach used in this study could be employed to manage other long term conditions in primary care.

## 7. Conclusions

Preliminary results suggest that service user input:-

- Can be powerful and influential
- Should be considered an essential component in the management of back pain

## 8. Implications

This study highlights that:

- Service users and providers can work together
- Service users highlight key barriers and meaningful solutions with facilitation
- Listening to the concerns of other service users may provide a more cost effective method in the management of back pain