

It's your business to help  
people with musculoskeletal  
conditions get better. Fast.  
It's ours too.

## **We can:**

- treat patients with musculoskeletal conditions quickly and effectively**
- give patients greater choice**
- provide high quality and equitable care**
- reduce repeat GP visits**
- relieve the administrative burden**

# Does this sound familiar?

All too often, busy healthcare professionals feel that they do not have the time or expertise to manage the musculoskeletal conditions their patients suffer.

These conditions are ruining people's lives and placing increasing pressure on health services to deliver effective solutions.

- \_ One in five patients consulting their GP does so for a musculoskeletal condition.
- \_ For many practices, these conditions are the biggest reason for repeat consultations, causing frustration for patient and professional alike.
- \_ Patients' experience of treatment is often poor, and they are more likely to have to wait for it.

Healthcare professionals are facing increased demand, often greater than the services they have to hand. The ability to treat patients is often frustrated by a lack of clear care pathways, leading to inequities in provision.

A growing number of healthcare professionals are using and funding new solutions designed specifically to ease workloads, solve patients' needs and deliver a better musculoskeletal service by expanding capacity.

"The acupuncture treatment has improved my life by 75%"  
Michael Muldon, 67, who suffers from osteoarthritis



# The Get Well UK solution

Get Well UK has designed a clear care pathway for NHS patients with musculoskeletal conditions.

Our full-service solution is designed to give busy health service managers and frontline professionals an additional care solution for patients:

- \_ complete GP referral service for patients to receive acupuncture, chiropractic and osteopathy within the NHS, fast
- \_ treatment free at the point of delivery for the patient
- \_ complete practitioner management, for peace of mind that patients are in safe and responsible hands
- \_ matching the patient to the appropriate practitioner, who stays with the patient from start to finish
- \_ use of practitioners with full professional indemnity
- \_ audit and evaluation, to guarantee quality standards and continuous improvement
- \_ full administration, reducing the burden of time-consuming tasks
- \_ flexible, transparent funding options

"It was absolutely fantastic... osteopathy is the best treatment of all for my condition"  
Gwendoline Cole, 62, who suffers from spondylosis and osteoarthritis



“This service has been invaluable to us and the patients”

GP, The Amwell Practice

# Here's how it works

"I steadily got better."  
John Edwards, 70, who suffered  
for years with pain and stiffness  
in his back



GPs refer patients with musculoskeletal conditions to us.

Our solution analyses patient need, matches the patient to the practitioner, monitors progress, and audits and evaluates the service to ensure quality standards and continuous service improvement.

Our practitioner selection and management system is second to none. All our practitioners have been in practice for at least two years and place patients' informed consent at the heart of everything they do. They must demonstrate a positive attitude to working with other healthcare professionals within the NHS and know when to refer patients to another professional or recommend cessation of treatment.

We offer commissioners of healthcare flexible and transparent funding options. We take on the administrative burden, leading to greater efficiency and value for money.

With Get Well UK, everyone's a winner. We work to open up access to the best possible care for NHS patients with musculoskeletal conditions. We help to free up doctors' time. We assist primary care trusts to reduce health inequalities through targeting those with chronic conditions who are currently underserved by the NHS through social disadvantage.

“It is hard to imagine a better  
model than the one developed  
by Get Well UK”

GP, The Amwell Practice

## About Get Well UK

Get Well UK is an innovative provider of complementary healthcare within the NHS. We work to remove inequalities and to join up services for people with musculoskeletal and chronic conditions.

Our number one priority is to ensure the best possible NHS, serving patients according to their real needs, and we are committed to ensuring that every complementary healthcare professional working within it is properly regulated.

We place people at the heart of our services, whether it is the patients we treat, our practitioners, or the NHS professionals we work with. We work to develop trusted relationships based on the best possible standards of patient care.

As a social enterprise, we are committed to building a business second to none with first class services for everyone. All our profit is invested back into the business to help reduce inequalities and build and promote healthy communities.

## Our commitment to quality

Quality is at the core of our service and we are committed to continuous improvement. We demand rigorous standards from our practitioners and invest in their continuing professional development. Every practitioner is a registrant or member of the General Osteopathic Council, General Chiropractic Council or British Acupuncture Council.

## Measuring effectiveness

Get Well UK delivers local solutions to match local priorities. We develop our services in collaboration with GPs and other healthcare professionals.

Where there is clear evidence of effectiveness we will offer treatments, so long as our minimum safeguards are in place. If experience or new evidence suggests that treatments are not effective, we will not offer them. Where local conditions demand new solutions, we will test them for their effectiveness and levels of patient satisfaction. We actively participate in evaluation and support greater research into healthcare.

## Want to know more?

For more information on how Get Well UK can help you and your patients call Boo Armstrong, Managing Director, on 020 7383 5566 or email [boo@getwelluk.com](mailto:boo@getwelluk.com)

[www.getwelluk.com](http://www.getwelluk.com)