



Information for  
patients and  
carers

## Rapid Access Pain Service

### RAPS

**A clinic for acute flare up of chronic pain**

## What is RAPS?

**RAPS** refer to the Rapid Access Pain Service.

It has been introduced for patients suffering from acute on chronic pain who attend the Emergency Department or have been admitted at Royal Preston Hospital for the management of the same.

*For example*, a patient who has longstanding back pain, and/or already known to a Chronic Pain Service, or frequently attends the primary care services/ ED for pain exacerbations.

The RAPS clinic may also facilitate discharge for inpatients who are struggling to manage their acute-on-chronic pain.

## What is the overall aim of RAPS?

1. To aid in reducing the duration of hospital stay as an inpatient and facilitate discharge
2. To prevent and reduce avoidable admissions to hospital or delays in discharge

## Who can access RAPS?

Patients with acute on chronic pain attending the Emergency Department at Royal Preston Hospital can be referred to this service by any senior clinician from the Emergency Department, once any other surgical or medical causes for the acute flare up have been ruled out.

Patients may be referred by the Inpatient Pain Team, following an inpatient assessment.

## What is the waiting time for the RAPS?

The aim will be to see patients in RAPS clinic within 24 – 48 hours from the time of referral, depending on their clinical need. Senior clinicians

may also refer using this form to request URGENT or ROUTINE appointments as determined on an individual patient basis.

Patients who require a RAPS or URGENT appointment will be contacted within 24 hours (Monday to Friday) from a member of the pain team to offer an appointment

## **Who will the patients see in RAPS?**

The patients will see a pain consultant in the outpatient pain clinic department in Ashton Suite.

## **What will happen after the RAPS appointment?**

There are a number of possible outcomes following this appointment:

1. A comprehensive pain management plan may be put in place
2. You may be listed for pain relieving procedures, for example injections
3. Your medication will be reviewed and may be changed
4. Further input from physiotherapy, nursing and psychology teams may be arranged
5. You may be discharged to primary care

## **What happens if you need to attend ED again?**

You will be assessed by the ED consultant and if deemed appropriate you will be referred again to the RAPS service.

## **Is the service available at Chorley Hospital?**

This service is currently being piloted at Royal Preston Hospital with a view to rolling it out across both hospitals if the pilot is successful. We

are therefore very interested in any feedback you might have on your experiences with us.

If you use or need the RAPS service and you have any comments or concerns about your treatment, firstly speak to a member of the team, or if you would prefer not to do this, please contact the **Trust PALS service** on **01772 522972** or e-mail [pals-preston@lthtr.nhs.uk](mailto:pals-preston@lthtr.nhs.uk)

## Contact details

Should you require further advice or information please contact the Inpatient Pain Management Service on **01772 716565** and ask to bleep the Team on **2436**

## Sources of further information

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

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

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

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

[www.painconcern.org.uk/product-category/leaflets/](http://www.painconcern.org.uk/product-category/leaflets/)

[www.paintoolkit.org/](http://www.paintoolkit.org/)

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)

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If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

**Gujarati:**

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

**Romanian:**

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

**Polish:**

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

**Punjabi:**

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

**Urdu:**

دو سر ی زبانوں او ر بڑی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو یی چھپا یں ییہ ابی دست بو یسکت ہے برا ئے مہر یان پو ے یچھہ ی۔ معلومات

**Arabic:**

مطبوعة بأحرف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يُرجى أن تطلب أخرى يمكن تو فسير هذه المعلومات

**Department:** Pain Management Services

**Division:** Diagnostic & Clinical Support

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