

Self-Management for Long Term Conditions

This booklet includes information and advice on the following topics.

Please take time to read each section.

- Coping with flare ups
- Getting a good night's sleep
- Relaxation
- Benefits and barriers to exercise
- Stress management
- Pacing and setting baselines
- Goal setting and action planning

Coping with flare ups

A 'flare up' can be described as an increase in symptoms above your baseline (usual) symptoms. It is normal for a long term condition and does not necessarily mean it is not under control. In the case of inflammatory arthritis it may involve warm, swollen joints that feel painful and stiff. The duration can vary from hours, to days or weeks. They are sometimes associated with fatigue and a low mood. It is important that you recognise 'flare ups' early, manage them appropriately, and give them sufficient time to settle.

Management strategies

Medication:

Medications can be taken to help ease the pain and inflammation. Ask your GP or local pharmacist for advice.



Exercise - It is important to continue gentle exercise as you feel able during a 'flare up' to maintain joint range of movement and function.

Heat and Ice - The use of heat can help with pain and muscle relaxation. Use a warm water bottle, or microwavable wheat bag, following the instructions provided when you purchased it. To protect your skin from heat burns, wrap the item in a few layers of towel. Leave in place for 10-15 minutes. It can be reapplied after 2 hours if you wish.

The use of ice can help with pain and inflammation. Use crushed ice cubes or a bag of frozen peas. Protect the skin from an ice burn by placing the ice pack in a wet towel. Leave in place for 10-15 minutes. It can be reapplied after 2 hours if you wish. It's normal for the skin to become pink with either heat or ice, however if you experience discomfort or a burning sensation remove the item immediately. Don't apply heat or ice packs if you have poor skin sensation or poor circulation, if you are diabetic or over areas of infection.

TENS *- (Transcutaneous Electrical Nerve Stimulation) is a small, battery operated machine that can help to ease pain - you can discuss this with your health professional or local pharmacist. **Note that TENS may not be suitable for everyone.**

Relaxation - there are many techniques that can help relax the body and mind, such as breathing exercises, muscle relaxation, mindfulness and guided imagery. See 'Relaxation techniques'

Sleep management - sometimes your sleep can be disturbed during a flare up, which may affect your energy levels - it is important to normalise your sleep pattern as soon as possible. You can find some helpful tips in 'Getting a Good Night's Sleep'.

Positive thinking - Pain can affect your mood and conversely, if you are low in mood, this can affect your physical symptoms and you may experience more pain. It can be helpful to focus on the positive things in life and to continue with activities.

For further advice speak to a Healthcare Professional or GP

Getting a good night's sleep

1. Keep a regular schedule

Going to bed and getting up at the same times helps to programme your 'body clock' and establish a good sleep pattern

2. Establish a regular, relaxing bedtime routine

Some people find it helpful to have a warm bath, listen to soothing music or practice relaxation techniques before going to bed. Experiment with different things to see which works best for you.

3. Create a quiet and comfortable sleeping environment

Keep your bedroom for rest, personal activities and sleep. Do not do 'wakeful' activities in bed such as eating, using electronic devices or thinking ahead. A cool, quiet and dark room free from distractions is ideal.

4. Check your sleeping position and bed

Is your mattress too hard or soft; too saggy or old? Are your pillows comfortable? Are you using too many or too few? Is your sleep position comfortable – could you improve it?

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5. Exercise regularly

Regular exercise/activity helps keep your body and mind healthy and helps with sleep. However, it also raises your body temperature so is best done at least 3 hours before bedtime.

6. Don't over-indulge just before bedtime

Avoid eating large meals or spicy food within 2-3 hours of going to bed as this can cause heartburn or disrupt your sleep. Drinking a lot of fluids in the evening may cause awakenings to use the bathroom.

7. Avoid stimulants close to bedtime

Alcohol, caffeine and nicotine are all stimulants. If taken just before bed they are likely to interfere with getting to sleep and will affect the quality of your sleep later on.

8. Avoid troubling news before bedtime

Watching violent or upsetting TV programmes may make getting to sleep more difficult. Try to deal with any worries earlier in the evening – some people find it useful to write a 'to do' list for the next day.

9. Take care with napping

Some people find a short, planned nap (10 - 30 minutes) may improve short-term alertness without affecting night time sleep. However, longer or more frequent naps, especially later in the afternoon or evening can disrupt your sleep pattern.

10. If you can't sleep ...

Try not to lie there worrying. Some people find it better to get up and do something else for a while, then go back to bed when you're feeling sleepy again.

www.sleepcouncil.org.uk www.londonsleepcentre.com

Relaxation techniques for stress relief

Reasons to practice relaxation

Our bodies' natural relaxation response is a powerful antidote to the stresses of our lives. Relaxation techniques are varied and you need to find the one that works best for you.

The relaxation response is not about lying down on a couch, sleeping or being lazy. It is a mentally active approach that leaves the body feeling relaxed. It can be done in a wakeful state or it can be done to facilitate sleep. It takes practice to learn and the benefits increase with practice.

We can't avoid all stress, but we can reduce its effect by practising relaxation techniques. The stress response fills our bodies with adrenaline and cortisol, our "fight and flight" chemicals. These are useful to get us out of true emergency situations where we need to be alert and responsive, but it wears you down if these chemicals are being drip-fed all the time.

In addition to calming us physically, research shows that relaxation also increases our energy, motivation and ability to focus. It combats illness, relieves aches and pains, and allows us to think more clearly, aiding our ability to problem solve.

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Techniques to try

Breathing exercises

Breathing is the foundation for human life. It gives us vital oxygen that is required for many essential body processes. It also helps remove carbon dioxide from our body.

Our breathing pattern can be affected by many factors, such as lung disease, stress and anxiety. Conversely, we can learn to use our breathing as a powerful and effective tool to help us manage shortness of breath, reduce muscle tension and stress, and relieve anxiety and pain.

There are several breathing techniques we can learn. As with all new skills, it is important to practice, and then it will become more natural to us.

Mindfulness of breathing

This is a method of relaxation. It uses our breath as an anchor for our attention. We always have our breath with us and we can practice this technique anywhere.

Consider the qualities of a 'mindful' person – thoughtful, observant and considerate. Mindfulness is the ability to maintain a non-judgemental attention to the present moment. Practising mindfulness of breathing can help with physical and mental relaxation.

Focus your attention on your breathing but don't alter the pattern of your breathing

Pay attention to the movement of air through the mouth and nose

If your attention wanders to thoughts in your head – notice them, and then return to the cycle of breathing

If your attention is distracted by external sounds – notice them and return to the cycle of breathing

Pursed lip breathing

Pursed lip breathing is one of the simplest ways to manage breathlessness and anxiety. It helps to release trapped air from the lungs and decreases the work of breathing. If practiced regularly, it can become a good way of taking control of our thoughts and our breathing. It can provide a small dose of relaxation whenever we need it.

Breathing out through pursed or puckered lips is like gently blowing out to flicker the flame of a candle or to whistle quietly. This allows us to take normal sized breaths in a more controlled way.

Sit comfortably in your chair, allowing your hands to rest gently on your thighs

Relax your neck and shoulder muscles by pulling your shoulders down and then releasing them Now, keeping your mouth closed, breathe in gently through your nose for a count of two.

Breathe out slowly and gently through pursed lips for a count of four....

Continue breathing rhythmically like this, making the out breath last a little longer than the in breath. In, one...two... Out, one...two...three...four...

Be aware of allowing a space between the out breath and the in breath

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Continue like this for a few more breaths and then breathe normally

Pursed lip breathing can help in stressful situations or when we feel tired or tense. It allows us to focus on our breath and regain control. Once we feel comfortable using the new technique we can try it out in real situations, such as sitting in a traffic jam, waiting in a queue at the shops or when trying to get to sleep.

Diaphragmatic breathing

The diaphragm is a large dome-shaped muscle, which separates our chest and abdominal cavities. It plays an important role in our breathing. In some people, the diaphragm does not work efficiently. This may be due to various reasons such as lung disease, pain or anxiety. We can learn a technique to help us use our diaphragm more effectively.

Sit comfortably with your legs uncrossed and your shoulders relaxed.

Place your hand on your abdomen, with your little finger near your belly button - your hand will be resting over your diaphragm

Place your other hand on your upper chest

Allow your breath to come in and out naturally - notice how you are breathing...

With your "in" breath, be aware of your diaphragm rising under your hand and your abdomen expanding gently - the hand on your chest should hardly move at all

In your own time, sigh out through your mouth

As you breathe in again picture your lungs being filled with fresh air

Allow your diaphragm to help you, by pulling the air in and pushing it out - feel the movement...

You may wish to combine this technique with the pursed-lip breathing on the out breath.

You may feel slightly heavier as you do this exercise and that you are more relaxed. Imagine your breath reaching lower and lower down in your body.

Carry on breathing like this for a while, allowing the breath to come naturally and evenly.

You may notice it takes increased effort to breathe like this at first, but with practice it becomes easier and more natural. You could practice this technique for several minutes, 3 or 4 times each day. If you prefer, you can lie down rather than sit.

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Progressive Muscle Relaxation (PMR)

PMR is a process in which we systematically tense and relax the different muscle groups within our bodies. It allows us to become aware of the difference between tension and complete relaxation. You can combine this with diaphragmatic breathing for additional relaxation.

Sit comfortably; make sure you loosen any tight clothing - take off your shoes

Take a few moments to relax, breathing in and out slowly

Shift your attention to your feet - notice how they feel

Slowly tense the muscles - squeeze as tightly as you can and then let go of the tension

Feel the difference, as the tension flows away and the feet become loose and relaxed

When you are ready move to the next muscle group and progress slowly through your body A sequence to follow could be:

- Feet
- Calves
- Thighs
- Buttocks
- Abdomen
- Hands
- Shoulders
- Face clenching the teeth & screwing up the eyes

Notice the difference between the relaxed muscle and the tense muscle.

This type of body check can be done at any time we feel muscle tension.

Mindfulness

Mindfulness is the ability to be fully engaged in the present moment, without analysing or otherwise over thinking the experience. Rather than worrying about the future or dwelling on the past, mindfulness helps to focus on what is happening right now.

Mindfulness is not zoning out. It takes effort to maintain the concentration and to bring it back to the present if your mind wanders off or you start to drift. With regular practice mindfulness has been shown to make changes within the brain, strengthening the areas associated with joy and relaxation and weakening those associated with negativity and stress.

Have a try at the following mindfulness techniques:

Body Scan - Body scanning focuses your attention on various parts of your body. Like PMR it starts at your feet and works up. However instead of tensing your muscles and relaxing them you simply focus on the way each part of your body feels without labelling the sensations "good or bad"

Walking meditation - You don't have to be seated to meditate. In this technique mindfulness involves focussing on the physicality of each step – the sensation of your feet touching the ground, the rhythm of your breathe whilst moving, the feeling of the sun on your face or the wind against your face.

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Mindful eating - If you tend to reach for food when you are stressed, or gulp your meals down, try eating in a mindful way. Sit at a table and focus your full attention on your meal (no TV, papers, eating at your desk) Eat slowly and savour every mouthful. Enjoy the sensations and concentrate on every bite.

Guided Imagery

Guided imagery or visualisation is a variation on meditation. It involves imagining a scene in which you feel at peace. Choose whatever scene calms you most. It may be a favourite childhood spot, a holiday beach or a special walk. You can do this visualisation exercise on your own or by using an audio recording. There are many of these available in the shops or on the Internet.

Close your eyes and let your worries drift away. Imagine your place. Picture it vividly as though you can see, smell, hear and feel your surroundings. Guided imagery works best if you use as much detail as possible. For example:

- See the sun setting over water
- Hear the birds singing
- **Smell** the pine trees
- Feel the cool water on your bare feet
- Taste the fresh clean air

Use relaxation in your everyday life

- Give yourself regular breaks we all need to recharge our batteries
- Practice adopting a relaxed posture notice when you are tense, then drop your shoulders and sit back
- Have a warm bath to relax your muscles and calm your mind
- Treat yourself to a massage -this can help to relieve muscle tension and promote relaxation
- Listen to your favourite music
- Practice your breathing techniques –these can be done anywhere
- Plan enjoyable things to look forward to
- If you have had a stressful day, acknowledge that it will take longer to relax and wind down
- Take up a new hobby

Visit the physiotherapy website, click on the Rheumatology icon and enter the "Self -Management Tools" to view "An Introduction to Mindfulness" videos

There are various websites and Apps that offer a range of relaxation techniques, some offer free basic packages some Apps come with a price. Use your internet browser to discover more about these.

Benefits and Barriers to Exercise

Exercising appropriately is an important component in managing your condition, although there may be some restrictions on the types of exercise you can do. The benefits of exercise are both physical and psychological. The World Health Organisation recommends that all adults should do 30 minutes of moderate-intensity physical activity five days per week. This can be broken down and spread out to suit your capability. This advice is to improve and maintain health and is relevant to most people irrespective of age or underlying medical conditions. The important thing to remember is that your exercise should be appropriate to you, taking into account your age, condition and how fit or active you are to begin with.

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Benefits of Exercise

Immediate physical benefits:

- Improved sleep
- Regulation of blood glucose levels
- Appropriate exercise enhances relaxation
- Reduced muscle tension
- Increase levels of endorphins the body's natural pain killer

Long term physical benefits:

- Aerobic/cardiovascular endurance
- Muscle strengthening
- Flexibility
- Balance and co-ordination is improved which is a major factor in preventing falls
- General well-being
- Postpones age-related decline in the speed of processing for the nervous system and improved reaction time
- Motor control and performance helps with both fine and gross motor control
- Improves the efficiency of the immune system fighting off infections
- Reduces your chances of having a heart attack
- Strengthens bones, reducing the risk of osteoporosis

Immediate psychological benefits:

- Relaxation
- Reduces stress and anxiety
- Enhances mood through increased endorphins
- Sense of achievement

Long term psychological benefits:

- General well-being is enhanced
- Improved mental health helps to manage depression and anxiety
- Cognitive improvements improves age-related decline in memory, attention and reaction times
- Improved motor control and performance enhances self-confidence
- New skills can be learnt and existing skills refined

Barriers to Exercise

All too often we find reasons not to exercise. Some of the common problems encountered are listed below, along with possible solutions.

Being physically active is too expensive. It takes equipment, special shoes and clothes...and sometimes you even have to pay to use sports facilities.

Physical activity can be done almost anywhere and does not necessarily require equipment!

Carrying things around the house is a good complementary physical activity, as is climbing the stairs instead of using the lift. Walking is perhaps the most practiced and most highly recommended physical activity and it is absolutely free. It is not imperative to go to a gym, pool or other special sports facility to be physically active. If you want to do more specialised activities or join a gym or class your physiotherapist can discuss what is appropriate for you and what is available locally and in the community.

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I don't have enough time

Everyone has the same amount of time; we just choose to use it differently. Try combining activities, such as doing exercises whilst watching the television.

I'm too tired

When you're out of condition, you tend to feel drained and tire easily. You don't exercise because you feel tired and this becomes a vicious cycle. By starting to exercise at a low level and progressing gradually you can break out of the cycle. As you get fitter you may find you have more energy and are able to do more without tiring.

I'm too old

No-one is too old for some type of physical exercise. Irrespective of your age or fitness levels you can always improve.

I'm too ill

It may be true that your condition limits the type of exercise you can do, but under these circumstances it is just as important to 'keep yourself going'. It may be possible to adapt exercises so that you can do them in a chair or on the bed.

Exercise is painful

Exercise shouldn't be painful and the perception of "no pain no gain" is wrong and out of date. When you first start exercising gently you may get some pain and stiffness afterwards, but this is a normal response as your body adapts. These feelings should ease within a couple of weeks, but if you are still unsure please discuss it with your physiotherapist. See the section on "Pacing and setting baselines".

Tips for Stress Management

It is well researched that increased stress levels can also increase our ability to feel pain. This is due in part to the action of adrenaline and cortisol within our bodies, our "fight and flight hormones" .

Cut down on alcohol, caffeine and nicotine

Alcohol is a depressant and caffeine & nicotine act as stimulants, so therefore they don't calm you down. Keep yourself well hydrated by drinking water or try black or herbal teas. Research shows that these do not increase cortisol levels, which tend to contribute to stress.

Work off stress with physical exercise

Exercise reduces adrenaline levels and produces "happy hormones" (endorphins & encephalins) within our brains. So try a walk or other forms of regular exercise.

Get enough sleep

Sleep is essential for the body and mind to function properly. Having a relaxing routine before bed has been found to be beneficial. We all need differing amounts of sleep especially as we get older. See 'Getting a good night's sleep'

If you are having a flare up or feel ill - REST

Don't carry on regardless. Recognise your limits. Don't carry on as if you were firing on all cylinders, as this may prolong your flare up.

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Learn how to say "NO"

This is simple but effective. Where "NO" is an appropriate response, say it without feeling guilty.

Learn to accept what you cannot change

A well-known prayer asks "for serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference". This philosophy will help avoid unhappiness and bitterness, and allows acceptance of the situation. Focus on the positives.

Manage your time and take time out

Plan your time. Allow time for the enjoyable as well as the essential things in life. Pace yourself. Break tasks down into smaller parts. Remember there is always tomorrow. Setting ourselves too much to do in a day creates stress.

Try relaxed breathing

Shallow, fast breathing is caused by stress, which increases tension within muscles. Focussing on breathing slowly and more deeply can reduce tension.

Look around you.

Mindfulness is living in the moment and focussing on one activity. Forget multi-tasking. Look around you and enjoy colours, views, sounds and smells.

Listen to music

Listen to music that either you find relaxing or distracting from your worries.

Ask for help/support

Talk to family or friends or ask your local GP Practice for professional support such as counselling. Alternatively you may find details of reputable charities or government run organisations that can help with issues that are the source of your stress by searching the internet.

Pacing and Setting Baselines

We know that everyone is unique. We have different values, responsibilities, hopes and expectations for our lives. Living with chronic pain will impact on how we cope on a daily basis.

Some people tend to reduce their activities and take more rest. This may be due to anxiety, or fear that pain associated with activity is causing harm. This will lead us to become deconditioned and to become stiffer, weaker and less fit.

Others may push through the pain in order to get done what needs to be done.

Many of us push ourselves in the following ways:

- By getting things over and done with quickly
- Continuing until our symptoms make us stop
- By doing things to please other people
- Or because we've always done it

On 'good' days when we feel better, it is tempting to do the things we weren't able to do on those days when we felt too tired or unwell. It is easy to overdo things and can lead to us feeling worse on the following days and feeling the need to take more rest.

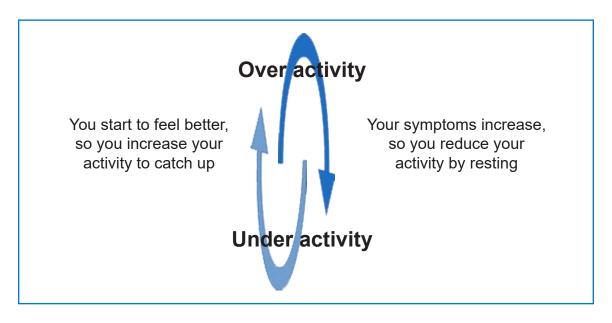
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When we allow this to happen we don't just feel more pain, but other emotions too, such as frustration, anger, guilt or disappointment. We may feel we have 'lost' or 'failed'. Pain isn't just a physical experience; it affects our emotions too.

It might go something like this:

We overdo it, so our symptoms get worse. We rest and our symptoms improve. Then we do more to catch up, so our symptoms get worse again, and so on ...

Does this sound familiar?



This can feel like a trap of 'over-activity' followed by 'under-activity'. It is called a 'boom and bust' approach, and may become a vicious cycle if we don't take action to stop it.

If we don't stop this cycle we might link being active and doing things with feeling unwell and then reduce our activities or even avoid some of them altogether. Even enjoyable activities like going on holiday or to family parties can become 'no-go areas'.

It is important for us to recognise when to stop physical activity before it has an impact on how we feel, and to strike a balance between activity and rest. We can do this by using skills such as pacing and setting baselines.

What is pacing?

Pacing can mean different things such as:

- Spreading activities throughout the day or week you start to feel better, so you increase your activity to catch up. Your symptoms increase, so you reduce your activity by resting
- Doing some activities more slowly
- Finding new ways of doing tasks

Pacing can play an important part in managing your condition and can allow you to keep the balance and stay in control.

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Successful Pacing

Break tasks into chunks
Slow down
Prioritise
Plan
(you don't have to do it all at once)
(you don't have to do it quickly)
(what really needs to be done)
(what you need to do and how to do it)

What are baselines?

Some people describe a baseline as 'taking a break before I need it'. It is a level or period of activity, which can be carried out on both good and bad days. We can use this as a starting point, and as we become fitter and more used to activity we may find that the baseline will gradually increase, enabling us to work harder or for longer.

Everyone is different and so is everybody's baseline. Only we can decide where our own baseline is set.

One way to do this is to keep a record or a diary. Here we can record the type of activity, and how long we can do it, before it starts to impact on our pain or emotions and forces us to stop. Baselines can be set for many everyday activities, such as housework, gardening, preparing a meal or shopping.

Example:

Mary likes walking. On a good day she can manage to walk for 15 minutes. On a bad day she can walk for 5 minutes. She makes a decision to set a baseline of 7 minutes – less than a good day, but slightly more than a bad day. She can see how she gets on with this.

She may decide to reduce the baseline to 5 minutes or increase it to 8 or 9 minutes, depending on how she feels. Whatever level she decides upon, she will continue with this on a good day also.

Think of an activity you often do that you sometimes have to stop before you want to because of pain.

Work out the longest time you can do it before you have to stop – How much on a 'good' day?

Work out the shortest time you can do it before you have to stop – How much on a 'bad' day?

Set a baseline. A realistic amount of time you could do that activity for now without significantly increasing your pain

Once you have worked out a baseline you can start by increasing it gradually, perhaps by 1 minute from time to time and repeat the activity 2 or 3 times over the week.

Some people have found that using a stopwatch or a kitchen timer can be a useful reminder of when the time is up. Others find it useful to record their progress.

Setting a baseline may help us to tackle activities that we have been particularly avoiding, such as gardening or sewing. Having a baseline to work with, allows us to make a start. We can use it for many of our everyday activities.

We can see how learning the skills of pacing and setting baselines may help us to manage our pain levels whilst keeping active. They may be particularly useful at different periods in our lives such as during a flare-up of our condition, after we've been ill or when faced with new or difficult situations.

They are important self-management tools that allow us to carry on with things that are important and take on new challenges. With practice we can feel more in control and maintain our balance.

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Goal Setting and Action Planning

What is goal setting?

A goal is something you want to achieve. It could be a short term or a long term objective. Goal setting is about focussing on how you make these changes and what steps or action plans you need to help us achieve your goal.

Begin by asking yourself:

- What do I want to achieve?
- Is this goal important to me?
- Is this a short term or long term goal?
- What are my action plans towards the goal?
- Do I have the resources I need?
- How confident am I that I can achieve it?

What do I want to achieve?

This can be simple or general:

- Improve my walking
- Do more housework
- Get fitter

Is this goal important to me?

If the goal is not really something you want to do or you are doing it because someone else wants you to, then research shows that you will probably not achieve it.

Think about a 0 - 10 scale

Ask yourself: How important is this really?

Where 0 is "not important at all" and 10 is "extremely important"



If you can rate the importance at 7 or above then you have a good chance of achieving your goal.

If you rate it as below 7 then you must ask yourself: Is this what I really want to do? Then think again. Is there something you can do to move the number higher?

For example: Ask for help or think of other ways of achieving the goal.

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What are my action plans?

Once you have thought of the goal, break it down into smaller "manageable" chunks or action plans

- To walk to the local shop
- To clean my kitchen
- To start an exercise programme

Now break them down even further so you can plan the **how**. For example:

I would like to clean the kitchen

What would that involve?

- Wash the kitchen floor using a long handled mop
- Clean the work surfaces

How could I get fitter to enable me to do this?

- Practice bending and reaching
- Work on my muscle strength and balance
- Improve my standing tolerance by 5 minutes

Making goals and action plans **SMART** "I want to be able to walk more"

Make it SMART

S - Be specific I want to walk to the bus stop and back twice a week

M - Is it measurable? That is about a 30-minute walk

A - Is it achievable?It could be, I used to walk that distanceR - Is it realistic?I can walk for about 10 minutes now

T - Is it time bound? I have time at the moment till I go back to work in 6 weeks

Now work out your action plan

What will I do this week? I will walk for 10 minutes twice this week

What is the next step? To walk for 15 minutes twice a week for 2 weeks

What if there is a problem?

I may need to take a bit longer before I increase my time, or I may need to increase my time by one or two minutes instead of five

How confident am I that I can achieve this?

Again using a scale of 0-10, ask: "How confident am I that I can achieve this plan?"



Where 0 is "having no confidence at all" and 10 being "absolutely sure I can achieve it"

If you rate yourself at 7 or over then you can go ahead.

However if you rate yourself below 7 then you will need to adjust the plan until you can rate your confidence level at 7 or more.

See Pacing and Setting Baselines for more useful information.

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Web Address:

http://www.cht.nhs.uk/services/clinical-services/physiotherapy-outpatients/patient-careinformation/

QR Code:

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Physiotherapy Department Huddersfield Royal Infirmary

Telephone: 01484 342434

MSK Physiotherapy Admin Office

Telephone: 01484 905380

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو سے معلومات کس اور فارم کٹ کا زبان می درکار ہوں، تو برائے مہربازی مندرجہ بالا شعبے می ہم سے رابطہ کری.

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"

