

# getUBetter user guide for non-clinical practice staff



## Key points to remember when providing this app to patients

- Please use the agreed process/standard operating procedure (SOP) your practice has for managing muscle and joint problems which you triage/signpost.
- getUBetter is evidence-based and safe. It's not a substitute for clinical care but a routine part of it.
- Ensure to advise your patients to go back to their practice if they have new or worrying symptoms.

## What is getUBetter?

getUBetter is working in partnership with your ICS and the NHS, to provide safe digital self-management for all common muscle, bone and joint injuries and conditions (MSK). We support your ICS to provide patients with **locally configured, personalised and targeted recovery management**. We help patients to trust their recovery, have the confidence to self-manage and utilise less healthcare resources.

## Who is getUBetter for?

- ✓ Anyone over 18
- ✓ Those who require support for a new, ongoing or long-term MSK condition; this makes it suitable for about 80% of MSK patients.
- ✗ Those who require targeted physiotherapy or medical management.
- ✗ Conditions not covered: ACL injury, Hand, Finger or Arm injuries and Rotator Cuff



## Is it safe?

Yes, it is safe and evidenced-based. All the app content has been **signed off and approved by your local clinical teams**. The app has been **locally configured** to your MSK pathways and is **regularly updated**. The app has **multiple layers of risk management**; it provides safe self-management but will advise patients to seek help if needed, e.g., 'Go to the GP', 'Attend ED'. getUBetter is not a substitute for clinical care but a routine part of it.

## When should I signpost?

Your ICS want to provide access to safe local **self-management at the first opportunity** wherever people reach out for help. Please provide to all appropriate patients who present with MSK injuries or conditions. The app can support the entire MSK pathway so can be given at any time. **Patients can start safely self-managing from day one of an injury.**

## Conditions/Pathways

- Back
- Back & Leg
- Knee
- Shoulder
- Neck
- Ankle
- Hip
- Sprains and Strains - Leg
- Elbow
- Upper Limb Tendinopathy
- Lower Limb Tendinopathy

## Subtitle Languages

- Bengali
- English
- Gujrati
- Polish
- Somali
- Welsh
- Spanish
- Punjabi
- Portuguese
- Urdu

## How do I signpost?

It is quick, it is simple. Please use one of the following:

**GP Website** – Patients can self-refer from your website. Ask them to visit your practice website and click the getUBetter link.

**Accurx** – The simplest, quickest and most effective way of getting your patient to self-manage. Send the getUBetter Accurx template from your practice, which includes a link for patients to get started

**QR codes** – get a patient to scan the QR code on a poster or give them a business card. If possible, please support a patient with this – it does help them to get going.

**Please note:** Patients will need an email address to register

## How much does the getUBetter app cost?

The NHS and your local ICS have paid for the app; therefore, **the service is FREE** to you and to your patients.

## Need help with the app?

If you have a question or query about your condition, please contact your healthcare provider directly. If you have any non-clinical questions or queries, please do not hesitate to contact us at: [contact@getubetter.com](mailto:contact@getubetter.com)