Birmingham and Solihull
Integrated Care System
Caring about healthier lives

get U better

January 2024

Dear colleague,

A self-management support tool – getUBetter app

Everyday you'll encounter people in your practice with common musculoskeletal (MSK) injuries, conditions and pain. For a lot of these people, self-management support is all that is needed to help them recover safely.

getUBetter is a funded self-management app that is now available to people in Birmingham and Solihull. For those able to use an app, it is an excellent tool for self-management and recovery.

getUBetter can be used for back, back and leg, neck, ankle, shoulder, hip, elbow, tendinopathy, sprains and strains (leg) and knee. It provides:

- Instant access to a personalised recovery programme
- Easy-to-follow self-progression exercises
- Daily tips and local guidance from day one
- Advice on where to seek help when needed
- Access to local treatments and services

Safe, effective and valued by patients

getUBetter is already being used across the country and is available in many GP practices across Birmingham and Solihull. It has robust safety-netting and security. Patients really value the tool, and it is helping thousands of people.

Why is this a useful tool for primary care?

getUBetter complements the advice and treatment you offer. It is free, quick to share and easy to use. It will enable you to offer more comprehensive support to people without additional cost, time, or resource.
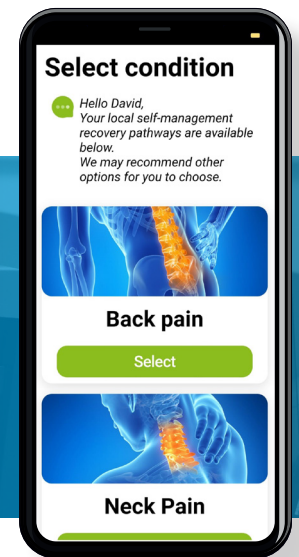
How to share getUBetter

We encourage you to promote getUBetter in your practice. The contents of this pack covers everything you need to know. If you have further questions, please contact contact@getubetter.com

Thank you,

David Rogers
Clinical Programme Lead (MSK) and APP / FCP
Birmingham and Solihull Integrated Care System

NHS

Birmingham and Solihull

get**U**better

Select condition

Hello David,
Your local self-management recovery pathways are available below.
We may recommend other options for you to choose.

Back pain

Select

Neck Pain

Using getUBetter in your practice

What is getUBetter

getUBetter is working in partnership with Birmingham and Solihull Integrated Care System (BSol ICS) to provide safe digital self-management for all common muscle, bone and joint injuries and conditions. The app supports BSol ICS to provide patients with locally configured, personalised and targeted recovery management. It helps patients to trust their recovery, have the confidence to self-manage and utilise less healthcare resources.

Who is getUBetter for?

Anyone over 18 who requires self-management support for a new, recurrent or long-term MSK condition; this makes it suitable for about 80% of MSK patients. It is not for those who require targeted physiotherapy or medical management, e.g. rheumatological condition, bone injury or ACL injury.

Is it safe?

Yes, it is safe and evidenced based. All the self-management pathways have been signed off and approved by your ICS clinical teams. The app has been locally configured to your ICS MSK pathways and is regularly updated. By providing the app you are not clinically responsible as it is designed to be given as part of routine care. The app has multiple layers of safety-netting. 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.

How much does the getUBetter app cost?

The app has been funded by Birmingham and Solihull ICS, so the service is free to you and to your patients.

What are the features of getUBetter?

- Content has been configured to BSol ICS
- Safely promotes self-management but advises patients to seek help if needed
- Accessible, targeted and personalised self-management support and advice videos
- Exercises based on the patient's stage of recovery and the ability to self-progress
- Recovery monitoring, including setting aims and goals, a pain scale, and a diary function
- A symptom checker which will signpost to the appropriate service if there are any symptoms of concern
- Helps people navigate to other local public health and wellbeing services

Why should I offer getUBetter to patients?

Most musculoskeletal conditions and injuries can be self-managed from start to end without any specific or specialist treatment. Using getUBetter gives patients the opportunity for self-management, a greater understanding and control over their condition and the confidence in their ability to trust their own recovery. getUBetter does not replace the health service but works alongside it to complement and ensure your patients have access to the support they need to get better.

Who can signpost to getUBetter?

Any patient-facing member of your practice team can signpost a patient to getUBetter. It works best when your team understand the benefits of the app and can help guide patients on how to use it.

When should I signpost?

BSol ICS wants 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 alongside any medication as part of your routine care. 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.

How to signpost

- **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
- **Give people the QR code** - we've supplied you with leaflets and cards to share with patients. All they need to do is scan the QR code, create an account and they can begin using the app. It's simple and quick.
- **Promote with a poster** - we've also supplied you with some marketing material to use in your practice. If you need more, please contact communications.bsolicb@nhs.net
- **Add it to your website** - you can add information about getUBetter to your website and direct people to it.

Get set-up in your practice now

We will help you to implement getUBetter in your practice with training sessions and support. Please contact please contact contact@getubetter.com now!

Try it yourself - access the training account

We encourage you to try getUBetter for yourself. It's easy to access the training account:

1. Download the app by searching for 'getUBetter' in your app store
2. Enter username and password:
   Username: bsoltrainingaccount@getubetter.com
   Password: BSoLtraining123!