

getUBetter Frequently Asked Questions

- **Who are getUBetter?**

They are a team of practising physiotherapy clinicians who have created a self-management recovery pathway that guides people through personalised recovery, available for common conditions such as back, ankle, leg neck, shoulder pain. The getUBetter teamwork in partnership with your local MSK leads to co-design the pathways to reflect your needs and local services.

- **What is the getUBetter app?**

The app is a self-management platform available on mobile, tablets and desktop devices made available in primary and secondary care for all patients in your area. It is available on both Apple (iOS) and Android devices.

- **Is it safe for patients to use?**

Yes, the platform is safe for self-management. getUBetter is a class 1 medical device so you can be assured all content is clinically safe and all data controlled to meet GDPR protocols. In app, all users are safety-netted via a list of red flag questions before they start as well as access to a symptom checker anytime, they choose. All red flags are checked and signed off by your local MSK leads.

- **What do our patients get via getUBetter?**

Patients gain access to a recovery and prevention pathway for their problem. This pathway provides evidenced based, day-to-day personalised content designed to reflect both how the patient feels and, the time duration since their injury. The content supports and guides the patient through a self-management journey, enabling them to trust their recovery.

- **What evidence is there that the getUBetter app improves care?**

The Health Innovation Network (HIN) published a paper to evidence measures of effectiveness of the app alongside results of a survey capturing the experience of the patient and clinical community about the app. They confirmed that those who use the app enable

- **13% fewer first time GP appointments**
- **15% fewer repeat GP appointments**
- **20% fewer referrals to 2ndary care physio**
- **50% fewer prescribed medication**

So, the more people use the app the greater the chance to reduce pressure on Health Care Resources.

We have included some of the patient and clinician feedback on the 2nd page.

- **How many patients are using the getUBetter app?**

The app has been prescribed to c15,000 patients, with c11,000 currently using it across South-West London and the West of England.

- **Who can use the app?**

Anyone over 18 with an acute, recurring, or long-term condition can use the app. The app configures content based on when the injury started and guides the patient user from there on through a day-by-day sequence of guidance.

- **How much does the getUBetter app cost?**

Nothing. The NHS and your local CCG have paid for the app. The service is **FREE** to patients and GP's.

- **How do we provide the getUBetter app to patients?**

All patients need an email address from which access is created. From your SMS text messaging system (accuRX) all practice staff can enable a patient to create access then register in the app **or** the patient can self-refer from a page on your website. The patient downloads the getUBetter app to their mobile device and then using their email address, registers in app.

- **How is getUBetter installed and integrated into the practice?**

The getUBetter team guide and support the practice to set up an accuRX template and the website page. A practice can install and be ready to prescribe **getUBetter** in **30 minutes**. In addition, we like to provide an awareness session with all staff to ensure full understanding of how, when, and why to prescribe the app.

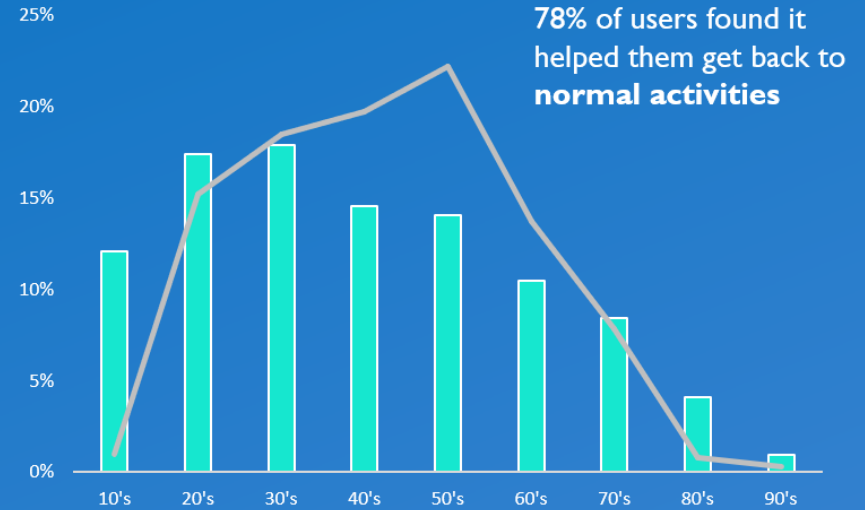
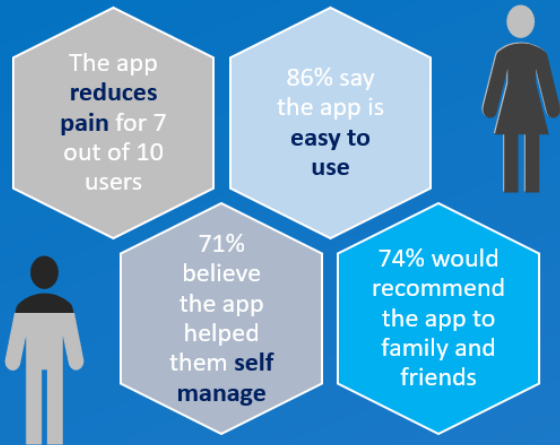
- **What languages are covered in the content?**

Only English right now, but we are about to install sub-titles with other languages into the video suite. We are currently developing how to create text to narration options in English and non-English too.

- **Is the app integrated to patient records?**

Not yet but we are currently testing integration with EMIS patient records so hope to be live by March and plan to integrate with TPP (System 1) later this year. The information sent to patient records does not require any action but informs the record that the patient has started to use the app, if they record, they are better and if they are advised to see ED or 111 or have recorded 3 x getting worse.

Typically, who uses the app and what do they think?



66% are reassured in their recovery



“the app is a great **alternate to face-to-face** time with my GP to manage my condition” ...

...“it helps me develop relevant **skills** to self-manage my injury”

...“the app **has improved** my understanding of my recovery”

...typical patient led features

... “a diary function to record progress”

... “charts to track my pain”

... “different languages”

... “subtitles”

... “videos I can choose that reflect how I am progressing”

53% of users in are older than 40

80% of users have not used a health app before

Most use the app at least once per week