

# getUBetter FAQs for Clinicians

## 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. We support the 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** 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 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.

## How has the platform been configured to my local area?

Your MSK leads worked with the getUBetter clinical team to configure the platform to reflect the pathways currently within your area. This includes where to signpost patients to, a list of local services available to patients and adaption of the questionnaires where needed.

## How much does the getUBetter app cost?

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



## What are the features of getUBetter?

- All the content has been **configured to your local ICS** and area;
- Can safely promote self-management but advise patients to seek help if needed;
- Accessible, targeted and personalised self-management support and advice videos;
- Exercises, which are **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;
- The MSK App includes **a feature called 'Book Treatments'**, which acts as a directory for patients to access local physiotherapy and social prescribing hubs to enable them to easily navigate local public health and wellbeing services

## Subtitle Languages

Bengali  
English  
Gujurati  
Polish  
Somali  
Welsh  
Spanish  
Punjabi  
Portuguese  
Urdu

## Pathways available rea

Back  
Back & Leg  
Knee  
Shoulder  
Neck  
Elbow  
Ankle  
Hip  
Soft Tissue Injury (Lower Limb)

## Why should I give getUBetter to my patients?

You are linking your patients to **trusted, local, and approved** self-management **pathways** alongside your routine care. **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.

# getUBetter user guide to GP practices

## Who can signpost?

Any patient facing staff in your practice can signpost a patient to getUBetter. It can be given by a member of the reception team, by a GP at an appointment, by a social prescriber or link worker, or by a FCP.

## When should I signpost?

Your 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 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 leaflet. If possible, please support a patient with this – it does help them to get started.

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

## What are the benefits?

### Practice benefits

13% reduction in first time GP appointments  
15% reduction in repeat GP appointments  
50% reduction in prescribed medication  
20% reduction in Physio referrals  
66% reduction in ED visits

### Patient benefits

Increased understanding of condition and recovery  
Confidence and ability to self-manage  
Less need for medication  
24/7 Access to support  
Supports behaviour change

## Need help with the app?

Our contact team are responsible for all non-clinical queries for the app and platform and will respond to queries ASAP. Our 'Patient User Guide' should answer most queries but should anyone come to you please signpost to contact us directly at [contact@getubetter.com](mailto:contact@getubetter.com) for us to resolve.

