

getUBetter FAQs for Pharmacists



What is getUBetter?

getUBetter is working in partnership with BNSSG and the NHS, to provide digital safe self-management for all common muscle, bone, and joint injuries and conditions. We support the Integrated Care System to provide digital self-management across their entire care pathway for new, recurrent, and long-term conditions. 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.



When should I signpost?

SWL want to provide access to safe local self-management at the first opportunity wherever people reach out for help. This includes at your pharmacy, at the GP or even the emergency department. Please provide to all patients who present with MSK injuries or conditions alongside any medication as part of your routine care.

The app covers the entire MSK pathway and can be given at any time. Patients can start safely self-managing from day one of injury

How should I signpost?

Please provide patients with a QR code to scan and register.

Please explain to your patients that this is provided as part of routine care by their local health service. The app will help them to self-manage their condition but will advise when and where to seek help when necessary.

Subtitle Languages

Bengali
English
Gujurati
Polish
Somali
Welsh
Spanish
Punjabi
Portuguese
Urdu

Conditions/Pathways

Back
Back & Leg
Knee
Shoulder
Neck
Ankle
Hip
Soft Tissue Injury (Lower Limb)
Women's Pelvic Floor Health

Is it safe?

Yes, it is safe and evidenced based. All the self-management pathways have been signed off and approved by SWL clinical teams. The app has been locally configured to your ICS 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 to clinical care but a routine part of it.

Why should I give it 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 is an easily accessible, targeted, and personalised tool that you can use at every stage of recovery. It does not replace the health service but works alongside it to complement and ensure patients have access to the support they need when they need it.

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 cover most queries but should anyone come to you please signpost to contact us directly at contact@getubetter.com for us to resolve.

