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CASE STUDY

Samantha suffered from back pain after falling down a staircase the day before. She told the doctor that it was painful when she carried out certain movements, but that it did not radiate to other areas. She had a bruise on her back but had no swelling, sensory loss, fever, nor symptoms of a urine or kidney infection.



Name: Samantha

Age: 57

Location: UK



In general, Samantha felt well enough to manage day-to-day activities. The doctor diagnosed her with back pain and she was advised to avoid tasks that would aggravate it. However, she was encouraged to keep the area mobile with gentle exercises. Samantha was instructed to try heat and ice therapy, to take painkillers, to use topical anti-inflammatories, and was provided with a leaflet to help with managing this. She was further advised of the red flags to look out for that would necessitate an urgent face-to-face review and was encouraged to contact the service again if there was no improvement in 2-4 weeks, or if she had any queries or concerns in the meantime.

"Thank you. This was a great service, and the doctor was very professional." - Samantha



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