getUBetter FAQs

What is getUBetter?

getUBetter is working in partnership with your Integrated Care System (ICS) and the NHS, to provide FREE and safe digital self-management support for all common muscle, bone and joint injuries and conditions (MSK).

We support patients with locally configured, personalised, and targeted recovery management. We help them to trust their recovery, have the confidence to self-manage, and utilise the valuable healthcare resource responsibly.

Who is getUBetter for?

Anyone 18 years old or older who has a new, recurrent or long-term MSK condition.

Why should I signpost to getUBetter?

getUBetter works as part of routine care – you are linking your patients to trusted, local, and approved self-management pathways. Most muscle and joint problems can be managed without any specific or specialist treatment.

Using getUBetter gives patients the opportunity to self-manage, 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 standardise it.
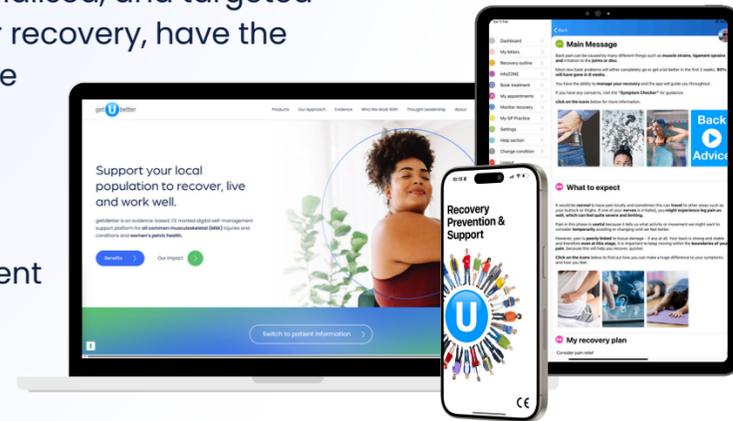
Is getUBetter safe?

getUBetter is safe and evidence based. All the app content is signed off and approved by your ICS's clinical team. The app is locally configured to your ICS's pathways and is regularly updated.

The app has multiple layers of risk mitigation, providing safe self-management but advising patients to seek help if needed.

How much does the getUBetter app cost?

The service is free for clinicians and patients to use.

What conditions does getUBetter cover?

- Back
- Back & leg
- Neck
- Shoulder
- Elbow
- Wrist
- Hip
- Knee
- Ankle
- Foot
- Upper limb tendinopathy
- Lower limb tendinopathy
- Sprains and strains

> If you're not sure which pathways are available in your area, please email contact@getUBetter.com

What are the features of getUBetter?

- Content configured to your Integrated Care System/area.
- Advice on where to seek help when 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.
- Access to local treatments and services such as weight management support, exercise opportunities, or talking therapies.

What are the 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
- Increased understanding of condition and recovery
- Available 24/7, with instant access
- Access to local services and treatments
- Supported behavioural change

What languages are available?

We support the following languages, with more to be added in the future:

Bengali	Spanish
English	Punjabi (subtitles only)
Gujarati	Portuguese
Polish	Urdu
Somali	Welsh

> To find out more, please visit www.getubetter.com