

# THE PAIN EXCHANGE

England & Wales · Charity number 1166229

## Details

---

**Status** Registered

**Legal form** CIO

**Registered** 2016-03-29

**Register** [View on the Charity Commission register](#)

## Contact

---

**Address** St. Dunstons Church Hall  
Friars Place Lane  
London  
W3 7AW

**Phone** 07904729646

**Email** [ADMIN@PAINEXCHANGETEAM.ORG](mailto:ADMIN@PAINEXCHANGETEAM.ORG)

**Website** [www.thepainexchangeteam.org](http://www.thepainexchangeteam.org)

## Activities

---

**Objects:** THE OBJECTS OF THE CIO ARE TO PROTECT AND PROMOTE THE PHYSICAL AND MENTAL HEALTH OF PERSONS SUFFERING FROM MUSCULOSKELETAL ("MSK") PAIN AND CONDITIONS, IN PARTICULAR BY THE PROVISION OF PHYSIOTHERAPY PROGRAMMES DIRECTED TOWARDS RELIEF, MANAGEMENT AND PREVENTION.

**Activities:** The Pain Exchange runs a pain management programme including exercise, advice and patient education for those suffering with chronic pain.

## Classification

---

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

## Geography

- Area of benefit: LOCAL
- Ealing

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£9,400	£11,006	-	-
2024-12-31	£14,213	£14,745	-	-
2023-12-31	£13,950	£7,028	-	-
2022-12-31	£5,975	£7,515	-	-
2021-12-31	£6,837	£6,568	-	-

## Trustees

Name	Role	Appointed
<b>SHARON DAWN MORGANS</b>	Chair	2016-03-31
Audette James		2018-11-01
James Riddiough		2018-11-01
sharon Morgans		2016-03-31

**THE PAIN EXCHANGE**

England & Wales - Charity number 1166229

---

# Accounts

---

# **The Pain Exchange**

Charity registration number 1166229

The Church of St Dunstan with St Thomas

Friars Place Lane W3

Sharon Morgans MCSP MMACP

MSK Physiotherapist HCPC reg. PH40366

[admin@painexchangeteam.org](mailto:admin@painexchangeteam.org)

## **The Pain Exchange (PEX) Trustees Report 1<sup>st</sup> January-31<sup>st</sup> December 2025**

Welcome to The Pain Exchange (PEX), annual report for the year 2025. The Pain Exchange is a charitable incorporated organisation (CIO) that seeks to support those living with long-term pain. It was founded by two Christian physiotherapists who wanted to live out their faith using their professional skills and core Christian beliefs. Their idea of running a service for those suffering with persistent pain, striving to put Gods love at the centre of care was fully supported by the church of St. Dunstans where the service continues to be based. The trustees are Audette James, Retha Welding and James Riddiough. Sharon Morgans manages PEX and sits on the board of trustees.

### **Staffing at the Pain Exchange 2025**

The Trustees would like to take this opportunity to thank all the volunteers and staff who have enabled the work of the Pain Exchange this year,. Camilla Marriot has now moved on and we thank her for her gentleness and time. We recognise the contribution of the following:

- Sue Bolton, who has now volunteered at the PEX for 12 years, huge thanks for her perseverance and dedication
- Leidy Moreno the PEX art teacher – thank you Leidy for your gentle and compassionate approach.
- Sarah Yates continues to support Leidy in the art class, and we thank her for her time, kindness, and enthusiasm
- Fleur Borrelli for providing nutritional workshops –thank-you for your knowledge and creativity in presenting nutritional advice.
- Ros Yates remains with us, and we are most grateful for her joy and creative talents.

Helena, the PEX administrator, has now moved into full time work; we miss her but are grateful for the expertise, time and enthusiasm that she brought to The Pain Exchange. We wish Helena all the best in her new role. Tom Perrigo is now the PEX administrator and is settling into the job very well, kicking off by making an amazing video of what PEX does, thank you Tom and welcome to the team. A huge thank you

too to Niloo, who runs the online yoga and relaxation class; feedback from participants is excellent.

Guy Sears has once again kindly offered his time to check and prepare the presentation of the PEX accounts. His time and expertise are invaluable.

Sharon Morgans would like to take this opportunity to thank her fellow trustees for their time, their individual skills and wisdom in guiding the PEX service. Huge thanks to Audette, James and Retha.

## **Services provided at PEX 2025**

PEX continues to provide face-to-face exercise and relaxation classes, art classes, and interactive education workshops. Topics include:

- Pain science education,
- Sleep management,
- Pain flare up management,
- Nutrition.
- Mindfulness

The 1:1 physiotherapy follow-up sessions continue, providing opportunities for participants to discuss new health issues or concerns and to set new goals. These sessions are an opportunity to offer support appropriate to participants' needs, e.g. onward referral for medical consultations; to social services; psychological support; third sector support, such as the foodbank.

Time to socialize together is valued by participants and the PEX continues to provide this through coffee time, PEX lunches and education workshops. All new participants for both face-to-face and online classes are assessed prior to joining the class to check that the service is appropriate for them.

One of the exciting things that the PEX team noted this year was the community of friendship and support that has developed within the art group, evidenced by the support that they show each other outside the PEX art class.

## **Service Outcomes and Developments at the PEX 2025**

This year has been a matter of maintaining current level of services. The main focus with respect to administration was applications for funding to help develop, expand and promote the service. However, the PEX was unsuccessful in all but one small grant. The priority for 2026 is therefore a service review and assessment of outcomes and once this is complete, applications for grants will continue. The class attendance continues to be good. PEX service development in terms of numbers, is on hold as a result of current staffing levels and finances.

In order to ease pressure on the single physiotherapist, PEX continues efforts to build links and promote the work of PEX widely. Sharon Morgans presented her research on the impact of loneliness on pain at the MACP physiotherapy study day conference June 2025, This research was inspired by PEX participants’ feedback about the impact of pain on them. Sharon was also asked to present the work of the PEX to physiotherapy students at King’s College London. Both presentations generated interest resulting in a student placement in June – July 2026.

### **Pain Exchange Activity Levels 2024: 2025**

PEX runs a termly timetable, 36 weeks per year. The exercise and relaxation classes are run once per week. The art class runs once every two weeks. Education sessions ran only twice last year. There are 9 new patient slots per year, 72 1:1 follow up slots per year, based on the current physiotherapy staffing level.

<b>Attendance</b>	<b>2025</b>	<b>2024</b>
<b>Exercise class</b>	<b>476</b>	<b>328</b>
<b>Relaxation class</b>	<b>457</b>	<b>324</b>
<b>Art</b>	<b>139</b>	<b>128</b>
<b>Education workshops</b>	<b>29</b>	<b>33</b>
<b>Online yoga Class</b>	<b>97</b>	<b>NR</b>
<b>New Patients</b>	<b>14</b>	<b>17</b>
<b>1:1</b>	<b>86</b>	<b>89</b>

### **Review of 2025 and hopes for 2026**

Challenges and highlights continued in 2025. Funding remains one of the key issues facing PEX. A second physiotherapist is key to sustaining and growing the service. It was good to start to form a partnership with Edward Walsh in 2024 and Edward ran another workshop, presenting his research into mindfulness. The plan is to continue to work with Edward regarding delivery of workshops. With respect to funding, a sustainable source of funding would be helpful to improve longer-term service planning and development. PEX was unsuccessful in grant applications again, and the plan is to run a fundraising campaign in 2026 as a result, as well as continue with funding applications. We continue to work on a business plan to help support our funding applications. The business planning has given us confidence to widen our sources of funding.

The hope for 2026, is that with new approach to fund-raising, together with the results of the service review and outcomes, PEX will be successful in gaining funding to both support and develop the service.

A continued challenge for the PEX Trustees is the knowledge that there is a huge need for the support that PEX offers, (persistent pain affects approximately 23% of the UK population). PEX continues to receive enquiries from across the UK, regarding access to

similar services locally. We continue to be unable to find any other services similar to PEX. Therefore, a continued hope for the future is that PEX can expand and offer support to more people both locally and across the UK, or help others set up a similar service with consistent goals and approach.

Another continuing challenge is to develop links with NHS and social services. The main barrier to this is time, as our service, NHS, and social services are all stretched. Our new administrator, Tom, brings a wealth of knowledge about local government, local voluntary sector services and we hope that this will help PEX build additional relationships and resilience.

NOTHING ON THIS PAGE SHOULD BE OVER-WRITTEN

**Receipt and payments accounts and  
statement of assets and liabilities of**

**The Pain Exchange, a CIO, for the year ended**

31 December  
2025

<b>Incoming Resources</b>	£
<i>Class income and donations</i>	9,347.27
<i>Grants</i>	0.00
<i>fundraising</i>	53.48
<i>Interest on bank accounts</i>	0.00
<b>Total Income</b>	<b>9,400.75</b>
<b>Direct Charitable Expenditure</b>	
<i>Course leaders</i>	(8,053.00)
<i>Rent</i>	(1,100.00)
<i>Website</i>	(267.00)
<i>Equipment &amp; materials</i>	(41.17)
<i>Food &amp; drink</i>	(257.68)
<i>Utilities</i>	0.00
<i>insurance</i>	(802.20)
<i>other misc expenses</i>	(312.00)
<b>Total Direct Charitable Expenditure</b>	<b>(10,833.05)</b>
<b>Other Expenditure</b>	
<i>Administration</i>	(173.89)
<b>Total Expenditure</b>	<b>(11,006.94)</b>

<b>Net income/expenditure for the year</b>	<b>(1,606.19)</b>
<b>Net movement in funds</b>	<b>(1,606.19)</b>
<b>Net assets 1st January 2025</b>	<b>14,817.02</b>
<b>Net assets 31st December 2025</b>	<b>13,210.83</b>
<b>represented by (there being no liabilities, no guarantees</b>	
<b>and no express charges over any assets):</b>	
<b>Cash at bank</b>	<b>13,063.11</b>
<b>Float cash</b>	<b>147.72</b>

**THE PAIN EXCHANGE**

England & Wales - Charity number 1166229

---

# Accounts

---

# **The Pain Exchange**

Charity registration number 1166229

**The Church of St Dunstan with St Thomas**

**Friars Place Lane W3**

**Sharon Morgans MCSP MMACP**

**MSK Physiotherapist HCPC reg. PH40366**

[admin@painexchangeteam.org](mailto:admin@painexchangeteam.org)

## **The Pain Exchange (PEX) Trustees Report 1<sup>st</sup> January-31<sup>st</sup> December 2024**

Welcome to The Pain Exchange (PEX), annual report for the year 2024

Pain Exchange is a charitable incorporated organisation (CIO) that seeks to support those living with long-term pain. The trustees are Audette James, Retha Welding and James Riddiough. Sharon Morgans manages the PEX and sits on the board of trustees.

### **Staffing at the Pain Exchange 2024**

The Trustees would like to take this opportunity to thank all the volunteers and staff who have enabled the work of the Pain Exchange this year, notably: Sue Bolton, who has now volunteered at the PEX for 11 years, huge thanks for her perseverance and dedication. Leidy Moreno the PEX art teacher – thank you Leidy for your gentle and compassionate approach. We thank Fleur Borrelli for providing nutritional workshops – thank-you for your knowledge and creativity in presenting nutritional advice. Camilla Marriot and Sarah Yates continue to support Leidy in the art class, and we thank them for their time, kindness, and enthusiasm. Ros Yates remains with us, and we are most grateful for her joy and creative talents. Helena, the PEX administrator, thank you for your support, hard work, and continuing to go the extra mile. A huge thank you to Niloo, who runs the online yoga class, feed-back from participants is excellent. Thank you to Edward Walsh who completed his masters in 2024 and delivered an excellent workshop explaining pain. We hope to see more of Edward next year.

Guy Sears has once again kindly offered his time to check and prepare the presentation of the PEX accounts. His time and expertise are invaluable.

Sharon Morgans would like to take this opportunity to thank her fellow trustees for their time, their individual skills and wisdom in guiding the PEX service. Huge thanks to Audette, James and Retha.

## **Services provided at the PEX 2024**

The PEX continues to provide face-to-face exercise and relaxation classes, art classes, and interactive education workshops. Topics include Pain science education, sleep management, pain flare up management, and nutrition. The 1:1 physiotherapy follow-up sessions continue, providing opportunities for participants to discuss new health issues or concerns and to set new goals. These sessions are an opportunity to direct support appropriate to participants' needs, e.g. onward referral for medical consultations; social services; psychological support; third sector support such as the foodbank. Time to socialize together is valued by participants and the PEX continues to provide this through coffee time, PEX lunches, education workshops. All new participants for both face-to-face and online classes are assessed prior to joining the class to check that the service is appropriate for them.

## **Service Outcomes and Developments at the PEX 2024**

The next PEX service outcomes are due to be assessed in 2025. The class attendance continues to be good. PEX service development in terms of numbers, is on hold secondary to current staffing levels and finances. However, to ease pressure on the one physiotherapist, links have been made with a physiotherapist, who has completed a masters in pain science and has delivered an education workshop. The plan for 2025 is to develop this partnership.

## **Pain Exchange Activity Levels 2024: 2023**

The pain exchange runs a termly timetable, 36 weeks per year. The exercise and relaxation classes are run once per week. The art class runs once every two weeks and education sessions run 3 times per year. There are 9 new patient slots per year, 72 1:1 follow up slots per year, with the current physiotherapy staffing level.

<b>Attendance</b>	<b>2023</b>	<b>2024</b>
<b>Exercise class</b>	<b>341</b>	<b>328</b>
<b>Relaxation class</b>	<b>319</b>	<b>324</b>
<b>Art</b>	<b>60</b>	<b>128</b>
<b>Education workshops</b>	<b>33</b>	<b>33</b>
<b>Online Class</b>	<b>NA</b>	<b>NR</b>
<b>New Patients</b>	<b>6</b>	<b>17</b>
<b>1:1</b>	<b>81</b>	<b>89</b>

## **Review of 2024 and hopes for 2025**

Challenges and highlights continued in 2024. Funding remains one of the key issues facing the PEX. A second physiotherapist is key to sustaining and growing the service and it was good to start to form a partnership with Edward Walsh that we hope to sustain and grow over the next 2 years. With respect to funding, a sustainable source of

funding would be helpful to improve longer-term service planning and development. The PEX was unsuccessful in grant applications last year, this was related to high numbers of grant applications but also related to our approach to fund-raising. This learning curve resulted in PEX running two fund-raising campaigns (sponsored bike ride and a half marathon run) which together raised over £6,000. Additionally, we developed a business plan to help support our funding applications. The hope is that future grant applications will be more robust. The business plan has helped us develop a sensible but less conservative approach to use of current funds, and has given us confidence to develop the service in 2025

The hope for 2025, is that with new approach to fund-raising, grant applications and use of current funds will facilitate further development of the service.

One of the challenges for 2024 was the development of the community garden and craft sessions. By the autumn term uptake by participants for these was low. We are therefore re-thinking these services, this will be in conjunction with the local church as well as our participants

One of the highlights of the year was an excellent interactive workshop run by Edward Walsh, covering the topic of how and why we feel pain and why pain can persist. We look forward to working with Edward in 2025.

A continued challenge for the PEX Trustees is the knowledge that there is a huge need for the support that the PEX offers, (persistent pain affects approximately 23% of the UK population). The PEX continues to receive enquiries from across the UK, regarding access to similar services locally. We continue to be unable to find any other services like the PEX. Therefore, a continued hope for the future is that the PEX can expand and offer support to more people both locally and across the UK, or help others set up a similar service.

Another continuing challenge is to develop links with NHS and social services. The main barriers to this are time, as our service, NHS, and social services are all stretched. However, a highlight of 2024 was the development of links with our local mental – health team who made several referrals to the PEX. Our hope for 2025 is to maintain this relationship and to build relationships with our local GPs and social services.

Ultimately, we would like to develop an online directory of NHS, social services and third sector services available to those who live with the bio-psycho-social impact of persistent pain. The 2012 National Pain Audit noted the importance of the right treatment at the right time and the development of an online directory of available services could help promote this.

NOTHING ON THIS PAGE SHOULD BE OVER-WRITTEN

<b>Receipt and payments accounts and statement of assets and liabilities of The Pain Exchange, a CIO, for the year ended</b>		31 December 2024
<b>Incoming Resources</b>		£
Class income and donations		7,515.09
Grants		0.00
fundraising		6,698.09
Interest on bank accounts		0.00
<b>Total Income</b>		<b>14,213.18</b>
<b>Direct Charitable Expenditure</b>		
Course leaders		(10,791.75)
Rent		(2,700.00)
Website		(267.00)
Equipment & materials		(23.55)
Food & drink		(133.50)
Utilities		0.00
insurance		(802.20)
other misc expenses		8.17
<b>Total Direct Charitable Expenditure</b>		<b>(14,709.83)</b>
<b>Other Expenditure</b>		
Administration		(35.00)
<b>Total Expenditure</b>		<b>(14,744.83)</b>
<b>Net income/expenditure for the year</b>		<b>(531.65)</b>
<b>Net movement in funds</b>		<b>(531.65)</b>
<b>Net assets at 1 January 2024</b>		15,348.67
<b>Net assets at 31 December 2024</b>		14,817.02
<b>represented by (there being no liabilities, no guarantees and no express charges over any assets):</b>		
Cash at bank		14,793.37
Float cash		23.65

**THE PAIN EXCHANGE**

England & Wales - Charity number 1166229

---

# Accounts

---

# **The Pain Exchange**

Charity registration number 1166229

**The Church of St Dunstan with St Thomas**

**Friars Place Lane W3**

**Sharon Morgans MCSP MMACP**

**MSK Physiotherapist HCPC reg. PH40366**

[admin@painexchangeteam.org](mailto:admin@painexchangeteam.org)

## **The Pain Exchange (PEX) Trustees Report 1<sup>st</sup> January-31<sup>st</sup> December 2023**

Welcome to The Pain Exchange (PEX), annual report for the year 2023.

Pain Exchange is a charitable incorporated organisation (CIO) that seeks to support those living with long-term pain. The trustees are Audette James, Retha Welding and James Riddiough. Sharon Morgans manages the PEX and sits on the board of trustees.

### **Staffing at the Pain Exchange 2023**

The Trustees would like to take this opportunity to thank all the volunteers and staff who have enabled the work of the Pain Exchange this year, notably: Sue Bolton, a volunteer, for her work welcoming and caring for the participants; Leidy Moreno the PEX art teacher - the art classes are popular, and we thank Leidy for her expertise. We thank Fleur Borrelli for providing nutritional workshops – her knowledge and empathy are highly valued. Miranda Leslie joined the PEX in January 2023 working as a volunteer, supporting Sue. Miranda was with us for 8 months before moving to Australia to start a teaching role in Bible School - thank you, Miranda, for your time and compassion and organisational skills. Camilla Marriot and Sarah Yates joined us in September to help with the art classes and we are grateful to them for their time, gentleness, and enthusiasm. Ros Yates rejoined us as a volunteer after returning to the UK. Ros has started craft classes and has been a significant help with the gardening project. Thank you, Ros, for your creative talents and your love of people and nature. In September we also welcomed a new administrator, Helena Maitland. She is a most welcome addition to the team and her previous background working as a lawyer is a great asset. Helena, thank you for going the extra mile. Niloo is another most welcome addition to the team. She is a yoga teacher and is running online yoga and relaxation classes specific to people who live with long-term pain. These classes reach out to those who live outside of London and feedback from the sessions has been excellent - thank you, Niloo.

Guy Sears has once again kindly offered his time to check and prepare the presentation of the PEX accounts. His time and expertise are invaluable.

Sharon Morgans would like to take this opportunity to thank her fellow trustees for their time, their individual skills and wisdom in guiding the PEX service. Huge thanks to Audette, James and Retha.

### **Services provided at the PEX 2023**

The PEX continues to provide face-to-face exercise and relaxation classes, art classes, and workshops including nutrition. The 1:1 physiotherapy assessment continues, providing opportunities for participants to discuss new health issues or concerns and to set new goals. These sessions are an opportunity to direct support appropriate to participants' needs, e.g. onward referral for medical consultations; social services; psychological support; forms of support available at the PEX and other third sector support services, such as the foodbank. Time to socialize together is valued by participants and the PEX continues to provide this through coffee time, PEX lunches, community lunches in conjunction with St. Dunstan's church, the gardening project and education workshops.

### **Service Outcomes and Developments at the PEX**

Sharon Morgans presented the PEX outcomes at the European Pain Conference in Budapest in September 2023. This generated interest regarding the outcome measures used. The hope for the future is that the PEX will be able to validate these outcome measures.

Due to unforeseen illness the PEX was forced to close its doors for 2 months in April and May 2023. This revealed one of the vulnerabilities of the PEX in terms of staffing. It became noticeably clear that an additional physiotherapist is needed to sustain the service. The good news was that the PEX received an unexpected and significant donation. This has been used to employ an administrator whose current key role is to apply for additional funding that will help sustain the PEX over the next 2-3 years. The money has also been used to fund Niloo, who is running the online exercise and relaxation classes.

### **Review of 2023 and hopes for 2024**

As in 2022, 2023 was a year that provided challenges and highlights. The illness of one of team and the necessity of closing the service for two months was one of the disappointments of the year. On the other hand, one of the highs for the year was receiving an unexpected large donation. This donation meant that we were able to fund an administrator to focus on grant applications as well as a yoga instructor to focus on provision of online classes. Thus, two of the hopes for 2023 were realised. However, recruitment and funding remain key issues facing the PEX. A second physiotherapist is

key to sustaining and growing the service. With respect to funding, a sustainable source of funding would be helpful to improve longer-term service planning and development. We know from enquiries through our website that this is a service that people are looking for, but PEX cannot meet evident demand. The hope for 2024 is to secure a sustainable source of funding that will enable a service that can expand. The PEX is now in a strong position to achieve this.

Another highlight of 2023 was the start of the community garden. Many people helped construction, planting, and maintenance of the garden. Furthermore, several people got to enjoy eating the produce. The community garden offers another opportunity for building social and physical confidence and gardening is well recognised as having benefits for mental health. We look forward to assessing the impact of the garden project on PEX participants.





A continued challenge for the PEX Trustees is the knowledge that there is a huge need for the support that the PEX offers, (persistent pain affects approximately 23% of the UK population). The PEX continues to receive enquiries from across the UK, regarding access to similar services locally. So far, we have been unable to find any other services like the PEX. Therefore, a hope for the future is that the PEX can expand and offer support to more people both locally and across the UK, or help others set up a similar service.

A continuing challenge is to develop links with NHS and social services. The main barriers to this are time, as our service, NHS, and social services are all stretched. Our hope for 2024 is to develop an online directory of NHS and social services and third sector services available to those who live with the bio-psychosocial impact of persistent pain. The PEX hopes to build links with these services and be able to signpost PEX service users to the support that they need in a timely fashion. The 2012 National Pain Audit noted the importance of the right treatment at the right time and the PEX aims to promote this.

**Receipt and payments accounts and  
statement of assets and liabilities of**

31 December  
2023

**The Pain Exchange, a CIO, for the year ended**

<b>Incoming Resources</b>	£
<i>Class income and donations</i>	13,950.48
<i>Grants</i>	0.00
<i>Interest on bank accounts</i>	0.00
<b>Total Income</b>	<b>13,950.48</b>
<b>Direct Charitable Expenditure</b>	
<i>Course leaders</i>	(4,749.40)
<i>Rent</i>	(600.00)
<i>Website</i>	(267.00)
<i>Equipment &amp; materials</i>	(267.98)
<i>Food &amp; drink</i>	(106.03)
<i>Utilities</i>	0.00
<i>insurance</i>	(791.94)
<i>other misc expenses</i>	0.00
<i>fundraising</i>	0.00
<b>Total Direct Charitable Expenditure</b>	<b>(6,782.35)</b>
<b>Other Expenditure</b>	
<i>Administration</i>	(246.06)
<b>Total Expenditure</b>	<b>(7,028.41)</b>
<b>Net income/expenditure for the year</b>	<b>6,922.07</b>

<b>Net movement in funds</b>	<b>6,922.07</b>
<b>Net assets at 1 January 2023</b>	<b>8,426.20</b>
<b>Net assets at 31 December 2023</b>	<b>15,348.27</b>

**represented by (there being no liabilities, no guarantees**

**and no express charges over any assets):**

<b>Cash at bank</b>	15,282.31
<b>Float cash</b>	66.36



PRIOR YEAR

**Receipt and payments accounts and  
statement of assets and liabilities of**

**The Pain Exchange, a CIO, for the year ended**

31 December  
2022

<b>Incoming Resources</b>	£
<i>Class income and donations</i>	5,975.09
<b>Total Income</b>	<b>5,975.09</b>

<b><i>Direct Charitable Expenditure</i></b>	
<i>Course leaders</i>	(3,496.89)
<i>Rent</i>	(2,050.00)
<i>Website</i>	(267.00)
<i>Equipment &amp; materials</i>	(716.30)
<i>Food &amp; drink</i>	(60.34)
<i>insurance</i>	(716.95)
<i>other misc expenses</i>	(129.55)
<b><i>Total Direct Charitable Expenditure</i></b>	<b>(7,437.03)</b>

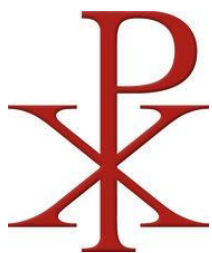
**THE PAIN EXCHANGE**

England & Wales - Charity number 1166229

---

# Accounts

---



**The Pain Exchange**  
Charity registration number 1166229  
**The Church of St Dunstan with St Thomas**  
**Friars Place Lane W3**  
Sharon Morgans MCSP MMACP  
MSK Physiotherapist HCPC reg. PH40366  
[admin@painexchangeteam.org](mailto:admin@painexchangeteam.org)

## **The Pain Exchange (PEX) Trustees Report 1<sup>st</sup> January-31<sup>st</sup> December 2022**

Welcome to The Pain Exchange (PEX), annual report for the year 2022.

The Pain Exchange is a charitable incorporated organisation (CIO) that seeks to support those living with long-term pain. The trustees are Audette James, Retha Welding and James Riddiough. Sharon Morgans manages the PEX and sits on the board of trustees.

### **Staffing at the Pain Exchange 2022**

The Trustees would like to take this opportunity to thank all the volunteers and staff who have enabled the work of the Pain Exchange this year, notably: Sue Bolton, a volunteer, for her work welcoming and caring for the participants; Leidy Moreno who runs the art sessions - the PEX is most grateful to Leidy for her dedication, knowledge, skills and care. Thanks to Fleur Borelli for providing nutritional workshops - her knowledge and empathy are highly valued. Celia Riddiough, a postgraduate, joined the PEX in September 2022 working as a volunteer, supporting Sue. Celia fully embraced her role welcoming participants and offering a listening ear. Celia found a full-time post in March 2023, and we wish her all the best for the career ahead of her and thank her for her time and care at the PEX.

The PEX would also like to take the opportunity to thank Helen Alsop, one of the PEX physiotherapists, for all her hard work over the last 6 years - Helen initially started at the PEX as a physiotherapy volunteer as part of a graduated return to work. In 2018 she increased her hours and became one of the PEX paid staff members. In October 2022 Helen stepped down from the PEX and moved on to new pastures. The PEX will miss Helen's expertise, empathy and kindness and wish her all the very best as she expands her work.

Guy Sears has once again kindly offered his time to check and prepare the presentation of the PEX accounts. His time and expertise are invaluable.

Sharon Morgans would like to take this opportunity to thank her fellow trustees for their time, their individual skills and wisdom in guiding the PEX service. Huge thanks to Audette, James and Retha.

The PEX will look to recruiting new staff in 2023, to fill the gaps left by Helen and Celia and to fill the administrator role.

### **Services provided at the PEX 2022**

The PEX continues to provide face-to-face exercise and relaxation classes, art classes, and workshops including nutrition. Helen continued with the online classes during the spring and summer terms. The 1:1 physiotherapy assessments continue. These offer opportunities for participants to discuss any new health issues or concerns with the physiotherapist. This allows therapists to give advice and treatment where appropriate, or to liaise with relevant medical or social services. As a result of the pandemic, social time has been considered more important than ever and the PEX continues to provide this time by including coffee breaks between activities, PEX lunches and community lunches in conjunction with St. Dunstan's church.

### **Service Outcomes and Developments at the PEX**

Sharon Morgans met with a local psychologist in the summer of 2022. The psychologist runs a NHS-funded mental health support service for NHS staff and Ealing borough residents. This service offers coaching in life skills and the PEX can refer staff and participants to this service if they are residents of Ealing borough. The plan is to build on this relationship.

Sharon Morgans completed her Masters in Pain Management in July 2022, and as part of her final module she analysed PEX outcomes to determine whether the PEX was meeting its charitable objectives. The results demonstrated that 64% of participants reported an improvement in physical confidence and 85% reported an improvement in social confidence. All participants reported benefit from attending the PEX service, either in improved physical ability or in terms of feeling less isolated.

### **Review of 2022 at the PEX and Hopes for 2023**

This was another year of challenges and highlights. Recruitment and funding remain key issues facing the PEX. Two key staffing requirements are a physiotherapist and an administrator. With respect to funding, a more sustainable source of funding would be helpful to improve longer-term service planning and development. In 2022 the PEX managed to maintain its services, but this proved a struggle in the latter part of 2022 this was. The hope for 2023 is to have a concerted effort to recruit an administrator who can focus on grant applications and day to day administration. Additionally, the PEX hopes to recruit a new physiotherapist.

One of the highlights of last 2022 was a successful joint funding application with St. Dunstan's Church PCC to start a community garden. This means that this joint venture community garden project joint will start in 2023. This will offer another dimension of both activity and social interaction for PEX participants.

A continued challenge for the PEX Trustees is the knowledge that there is a huge need for the services that the PEX can offer, (persistent pain affects approximately 23% of the UK population). Furthermore, there are frequent enquiries through the website about similar services around the UK, for example requests about similar services in Bristol, the Southwest, the Midlands and the Northeast. Additionally, the PEX service audit demonstrated that the service largely meets its charitable aims. Social isolation and

reduced physical function are associated with reduced quality of life in persistent pain sufferers. Therefore, a hope for the future is that the PEX can expand the service and offer support to more people both locally and across the UK.

Linked to the above challenge is the ability for the PEX to raise awareness of the service with other healthcare providers. NHS England has developed a “house of care” model for people living with long-term pain. This model aims to put patients/people at the centre of care and aims to integrate services across medical and social care and to work alongside the third sector. One hope for the PEX is to be able to link in with this care model and to work closely with social and medical care providers, with the aim of enhancing quality of life for those who live with persistent pain.

<b>Receipt and payments accounts and statement of assets and liabilities of The Pain Exchange, a CIO, for the year ended</b>		<b>31 December 2022</b>
<b>Incoming Resources</b>		£
<i>Class income and donations</i>		5,975.09
<i>Grants</i>		0.00
<i>Interest on bank accounts</i>		0.00
<b>Total Income</b>		<b>5,975.09</b>
<b>Direct Charitable Expenditure</b>		
<i>Course leaders</i>		(3,496.89)
<i>Rent</i>		(2,050.00)
<i>Website</i>		(267.00)
<i>Equipment &amp; materials</i>		(716.30)
<i>Food &amp; drink</i>		(60.34)
<i>Utilities</i>		0.00
<i>insurance</i>		(716.95)
<i>other misc expenses</i>		(129.55)
<i>fundraising</i>		0.00
<b>Total Direct Charitable Expenditure</b>		<b>(7,437.03)</b>
<b>Other Expenditure</b>		
<i>Administration</i>		(78.17)
<b>Total Expenditure</b>		<b>(7,515.20)</b>
<b>Net income/expenditure for the year</b>		<b>(1,540.11)</b>
<b>Net movement in funds</b>		<b>(1,540.11)</b>
<b>Net assets at 1 January 2022</b>		9,966.71
<b>Net assets at 31 December 2022</b>		8,426.60
<b>represented by (there being no liabilities, no guarantees and no express charges over any assets):</b>		
<b>Cash at bank</b>		8,372.04
<b>Float cash</b>		54.56

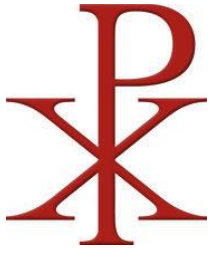
**THE PAIN EXCHANGE**

England & Wales - Charity number 1166229

---

# Accounts

---



The Pain Exchange  
Charity registration number 1166229  
The Church of St Dunstan with St Thomas  
Friars Place lane W3

Email: [admin@painexchangeteam.org](mailto:admin@painexchangeteam.org)  
[www.thepainexchangeteam.org.uk](http://www.thepainexchangeteam.org.uk)

**Trustees Annual Report 1<sup>st</sup> January 2021-31<sup>st</sup> December 2021**

Welcome to The Pain Exchange (PEX) annual report for 2021. The Pain Exchange is a charitable incorporated organisation (CIO), that seeks to support people who live with persistent pain. The trustees of the CIO are, Retha Welding, Audette James and James Riddiough. Sharon Morgans runs the PEX and sits on the board of trustees. She would like to thank her fellow trustees for their continued time, expertise, support and wisdom.

**Services Provided at the PEX in 2021**

As the Covid pandemic continued, services continued to be provided online from January to July. We hope to see more stability as time progresses. Services included in term time a weekly exercise and relaxation class. Art classes were provided once per month, and nutrition and education workshops were provided once per term.

In July 2021, as the pandemic started to ease, and the population was increasingly vaccinated, the PEX celebrated with a summer lunch. This provided an opportunity to meet and socialise in person. It served as a gauge in confidence and desire to meet face-to-face. Furthermore, it started to build confidence in face-to-face interactions.

In September 2021, the PEX decided to reinstate face-to-face art, relaxation and exercise classes. This was in response to government guidelines, confidence in vaccinations and the opening-up of society. It was decided to limit the class size to 8 and a booking system was implemented. Places were offered on a first come first served basis. The decision was also made to keep a weekly exercise and relaxation class online and to continue with on-line workshops. In December 2021 there was an increase in Covid cases and the PEX stopped the face-to-face sessions, reverting to holding all classes online.

**Staffing at the PEX in 2021**

Helen Alsop, physiotherapist, Fleur Borrelli, nutritionist, Leidy Moreno, art teacher, Sue Bolton, volunteer and Sharon Morgans physiotherapist and manager, continued to work and provide services at the PEX. We were sorry to lose Ruth our admin assistant, due to increased family commitments. We miss her and her attention to detail and hard work. A huge thank you to Ruth.

Recruitment for a third physiotherapist has been on hold for 2021; the plan is to progress with this in 2022. Additionally, there is still no counselling available at the

PEX. Those who are struggling with mental health issues are currently referred either to the local IAPT service or their GP for onward referral. One area identified during 2021, is the need for supporting participants with motivational skills. The plan is to explore how help with this could be provided in 2022.

Sharon Morgans continued with her Masters in Pain Management at UCL and is due complete her studies in summer 2022. Her dissertation will explore the impact of loneliness on pain experience.

### **PEX Statistics January – December 2021**

PEX Activity	2020	2021
Class attendances	865	456
New patients	22	6
1:1 sessions	88	55
Telephone calls	22	8
Art Class attendances	24	40
Nutrition workshops	6	16
Education workshops	30	24
Walks / help	12	4
Craft and chat/lunch	12	16
Hospital attendance	1	0
Relaxation	-	456
Total patient contacts	1082	1081

The 2021 statistics show that activity was down compared to 2020. This reflects several factors. For the first time, the PEX noted an unprecedented number of cancellations secondary to Covid, or other illnesses. These cancellations were compounded by the limited spaces available in face-to-face classes. Furthermore, classes were cancelled secondary to staff Covid and other illnesses. We think that these unprecedented levels were a feature of opening-up of society following the lockdowns. Additionally, we suspect that with dividing the service between online and face-to face, we have lost some of the community feel from the service. From previous service evaluations, community is an important feature for participants. A final contributory factor was loss of activity data secondary to a computer crash; activity data was not fully retrievable.

The PEX is looking forward to a more stable 2022.

### **PEX Thank -Yous**

The PEX would like to thank the team, Helen, Fleur, Leidy and Sue. They continue to bring their professional expertise to the PEX for the benefit of participants. Their hard work and dedication is greatly appreciated, not just by the trustees but also by the participants.

The PEX did not have the opportunity to fundraise in 2021 and would like to extend its heartfelt thanks to all those who have supported the work through the Just Giving donation button on the website, and all those who have donated by other means. All funds very much gratefully received, thank you.

A huge thank you to St. Dunstan's & St Thomas church East Acton, which continues to welcome the PEX and which kindly did not charge rent during the lockdowns.

Finally, a huge thank you to Guy Sears who continues to give his time and expertise to checking the PEX accounts and holding the PEX to account regarding good practice book-keeping.

### **PEX Policies and Procedures**

The suicide policy and procedure was updated in 2021. Staff attended an interactive safeguarding training update. Policies and procedures were checked and updated.

### **Review of 2021 at the PEX**

The PEX experienced difficulties, challenges and highlights in 2021. The difficulties included the continuation of the challenges presented by the pandemic, limited management time secondary to studying for a Masters in Pain Management and loss of the admin support. These meant that many of the hopes for 2021 were put on hold until 2022, e.g., seeking an additional physiotherapist and fundraising for development of the website. Furthermore, the PEX was not successful in grant applications wito start the gardening project St. Dunstan's church. The net result was that the PEX focussed on maintaining services.

However, there were highlights. The PEX participants continued links with the Ealing community pain service, helping to co-design meetings and to shape the community pain service.

The suicide policy and procedure was completed.

The summer lunch in July was a real highlight with the first face to face contact with participants since March 2020. The lunch was attended by 16 participants and the sun shone for the occasion.

In September it was good to start face to face classes and marked a milestone in the pandemic. These classes, particularly the art classes were well received by those attending. The challenges were number of spaces available and unpredictability of who would be able to attend secondary to illness.

It was good to keep the online class going for the more vulnerable participants. A thank-you to Helen who kept these exercise and relaxation classes going.

### **Hopes for 2022**

The hope for 2022, is first and foremost good health for the volunteers, staff and participants. We hope to run all the services face-to-face as health and safety allows.

We plan to re-apply for funding for the gardening project. We will look to develop the PEX, by seeking a more sustainable source of funding. The hopes are to develop a more user-friendly website, to reinstate admin support, and improve access to the service and as required increase staffing.

We plan to evaluate the service and determine whether the charitable objectives are being met and use this to help apply for sustainable funding. We also hope to find ways to better support mental health.

**Receipts and payments accounts and  
statement of assets and liabilities of The  
Pain Exchange, a CIO, for the year  
ended 31 December 2021**

<b>Incoming Resources</b>	£
Class income and donations	2,891.64
Grants	3,944.88
Interest on bank accounts	0.00
<b>Total Income</b>	<b>6,836.52</b>
<b>Direct Charitable Expenditure</b>	
Course leaders	-5,074.49
Rent	0.00
Website	-267.00
Equipment & materials	-135.26
Food & drink	-97.73
Utilities	0.00
insurance	-762.79
other misc expenses	-115.12
fundraising	0.00
<b>Total Direct Charitable Expenditure</b>	<b>-6,452.39</b>
<b>Other Expenditure</b>	
Administration	-115.12
<b>Total Expenditure</b>	<b>-6,567.51</b>
<b>Net income/expenditure for the year</b>	<b>269.01</b>
<b>Net movement in funds</b>	<b>269.01</b>
<b>Net assets at 1 January 2021</b>	<b>9,697.70</b>
<b>Net assets at 31 December 2021</b>	<b>9,966.71</b>
represented by (there being no liabilities, no guarantees and no express charges over any assets):	
<b>Cash at bank</b>	<b>9,802.21</b>
<b>Float cash</b>	<b>164.50</b>