getUBetter FAQs for Patients

getUbetter NHS Mid and South Essex

What is getUBetter?

getUBetter is working in partnership with the NHS to provide **digital safe self-management for all common muscle, bone, and joint injuries** and conditions. We support new, recurrent, and long-term conditions by providing 24/7 access to information, exercises, and advice.

Why have I been given this?

This is part of your local NHS routine care for musculoskeletal problems. Using this means you do not have to wait for approved, local support.

Most musculoskeletal conditions and injuries can be self-managed from start to end without any specific or specialist treatment. Using getUBetter gives you the opportunity for self-management, **a greater understanding and control over your condition** and the confidence in your own ability to trust your 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 ensure you have access to the support you need, when you need it.

Is it safe?

Yes, **it is safe and evidenced based**. The content in the app has been created by NHS specialists, GPs and physiotherapists and signed off by your local health leads. The app adheres fully to national guidelines and each feature is backed up with the latest research and years of clinical experience. Your data is safe and private; we adhere to the UK Government's code of conduct for data-driven health and care technology.

Step by step guide to register and create an account:

1 To use getUBetter, you first need to be registered through your GP practice; you cannot just download it from the app/play store.

You can register through one of the following:

- Scanning the QR code with your phone camera and clicking on the link that appears
- Searching 'getUBetter' on your GP's website
- If you have received a text from your GP, click on the link

2 Now you can register your details, your GP practice, the condition you wish to self-manage and your email address.

3 Now you have registered, you can click on the link sent to your email address, which will take you to download the app. Open the app and create an account by clicking on the green 'New to getUBetter?' button.

4 Enter your details, including the email address you have just registered with, create a password, and then click 'register'.

5 You will now be presented with a short questionnaire to understand you and your condition, this should only take a few minutes and will only be necessary once.

Local Services

The app provides the **access and ability to directly book local treatments and services**, such as physiotherapy and wellbeing services e.g. Exercise opportunities and Talking therapies

Conditions we currently cover:

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

Subtitle Languages Available:

Bengali	Welsh
English	Spanish
Gujurati	Punjabi
Polish	Portuguese
Somali	Urdu

Need help with the app?

If you have a question or query about your condition, please contact your healthcare provider directly.

If you have any non-clinical questions or queries, please do not hesitate to contact us at:
contact@getubetter.com