

CORPORATE WELLBEING

OCCUPATIONAL HEALTH AND MUSCULOSKELETAL (MSK) PHYSIOTHERAPY SERVICES

EXPERT PERSONALISED CONVENIENT

RESPONSE
PHYSIO & SPORTS THERAPY

WHO WE ARE

We are one of the leading providers of musculoskeletal (MSK) Physiotherapy and Occupational Health service into the sport and leisure, NHS and corporate channels.

Our brand values of expertise, personalisation and convenience define how we do business and how we interact with our partners and customers.

With a national network of clinics, a team of highly experienced clinicians and centralised support team, we can help single and multisite organisations, anywhere in the country.

Today, we deliver MSK Physiotherapy to over a 1,000 people a week. Our network consists of 17 clinics inside David Lloyd health clubs and 60 corporate and NHS satellite clinics.

Our advanced digital health services, support our face to face (F2F) clinic services, helping us to maintain the highest standards of care with the latest technologies and treatments.

RESPONSE
PHYSIO & SPORTS THERAPY



NHS

hpcp
registered
www.hpcp-uk.org

ACPOHE
PHYSIOS FOR WORK AND HEALTH

CHARTERED SOCIETY OF PHYSIOTHERAPY



David Lloyd
— CLUBS —

dfs

experian.

Santander

next

NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

OUR APPROACH

Musculoskeletal disorders (MSD's) are a costly and growing problem...

With the **recent changes to working practices and more people working from home** the associated **problems and costs of MSK disorders are set to rise**



8.9 million
Working days lost
due to work-related
MSD's in 2019/2020*

* Source: HSE

For the past 12 years, our team of MSK experts have been working with big businesses, mid-sized organisations and smaller companies, across all sectors, to keep their employees moving and their workforce healthy. Preventing musculoskeletal disorders and long term absence should be a high priority for any organisation.

Our Occupational Health and Musculoskeletal (MSK) Physiotherapy model:

- Provides a unique approach to employee health and wellbeing, based on a 'pain & injury' lifecycle
- Focuses on preventing problems and expertly managing MSK disorders
- Managed through three distinct services: prevention, instant access and treatment

By reducing the risk of work-related MSK issues, through education and training, addressing disorders sooner through early intervention and helping employees resume full duties quicker through easy access to effective treatment, your business remains healthy.



The Response team are excellent; they're easy to work with and have worked hard to ensure we have all the elements of the program in place to suit the particular needs of our business. The partnership is a great success and an important element of our approach to our colleagues' wellbeing in the workplace. **Alex Salden – Group Supply Chain Director – DFS**



OUR SERVICES

Our specialist range of MSK Physiotherapy services have a proven track record of effectively preventing and managing musculoskeletal disorders (MSD's).

We provide a comprehensive service, covering prevention, instant access assessment and treatment on-site and virtually, using the latest digital technology and exercise software. We can also provide mental health services using CBT and complementary therapies such as Sports Massage and Reflexology.

TAILORED TO YOUR ORGANISATION

The flexible modular services are designed to address the challenges specific to your organisation. We get to know the complexities of your business and workforce, so, we quickly recognise the support you need right now and what will make the most significant difference long term.

SUITED TO YOUR BUDGET

Our modular approach means you can choose the services that are right for your business and budget. Upfront, transparent and competitive pricing makes it easier for you to stay in control of your spend.

DEDICATED SUPPORT

A single point of contact means you always speak to someone who knows your business, you won't be passed to anyone else and you get the help you need quickly.

All of our services modules can be combined to create a bespoke plan for any organization to promote MSK wellbeing, employee engagement and reduce absence.

FLEXIBLE, MODULAR, AFFORDABLE SERVICES



PREVENTION

Help prevent workplace injuries with education and training, workplace and workforce assessments and health and safety compliance assessments



INSTANT ACCESS

On-call, priority, same-day virtual physiotherapy service to help employers manage MSK absence in the workplace



PHYSIO TREATMENT

Assessment and treatment of musculoskeletal disorders (MSD's) at on-site clinics at your place of work or virtually



EDUCATION AND TRAINING

Designed to up-skill and educate employees to take personal responsibility and self-manage

Our MSK physiotherapy experts deliver 'In a nutshell' 20-minute interactive presentations or in-depth workshops on the prevention and management of MSK conditions and general good health

EXAMPLE EDUCATION PRESENTATIONS

- Be fit for work
- Breathe better for physical and mental health
- Get ahead of RSI
- Lifting: The correct technique
- Shoulder health for manual handling
- Common causes and self-help for lower back pain
- Core stability and flexibility

EXAMPLE WORKSHOPS AND TRAINING

- Practical and applied manual handling
- Physical wellbeing
- Stress management
- Healthy lifestyle
- Nutrition

WORKPLACE AND WORKFORCE ASSESSMENTS

Designed to identify risk factors to MSK issues associated with individuals, processes and working environment

We offer a range of health movement assessments conducted by ACPOHE qualified physiotherapists

- Musculoskeletal and movement screening
- Pre-employment, new starters & existing employees
- Job task analysis
- Ergonomic evaluation of an individual or workplace
- Ergonomic risk assessment of specific tasks
- Functional capacity evaluation

HEALTH AND SAFETY COMPLIANCE

Legal requirements for health and safety in the workplace

We offer assessments and advice to ensure a safe working environment and comply with legislation changes

- Display Screen Equipment (DSE)
- Personal Protective Equipment at Work (PPE)
- Manual handling

Our preventative services are delivered on-site or virtually to multiple locations and can be combined with physio treatment services.



INSTANT ACCESS



'ON CALL' PHYSIOTHERAPY SERVICE VIA VIRTUAL CLINICS

Manage absence and assist employee's back to work,
as quickly and safely as possible

Our priority physiotherapy service allows employers to manage MSK work-related musculoskeletal disorders (MSD's) in real-time or day one of sickness absence. Evidence indicates that early management of MSD's leads to quicker recovery and can prevent absence or reduce the length of any absences.

This 'on-call', virtual service supports employees with MSD's in their recovery in, and out of work. Using the latest digital technologies and exercise software platform we can provide early assessment, tailored self-help advice and exercise programs, to ensure the best chance of recovery in the shortest possible time.

INSTANT ACCESS CLINICAL SERVICE

- Employees are provided with same-day access to a qualified physiotherapist over the telephone or video, between the hours of 8 am to 6 pm, Monday to Friday.
- 30-minute triage/initial assessment (IA) with 30-minutes follow-up (FU) consultations
- Individual treatment plans will be developed and reviewed, using remote virtual physio and on-site face to face approaches

Where an employee's condition impacts their ability to perform their job role, clinical reports are issued to managers:

- **INITIAL ASSESSMENTS:** reports to managers including key assessment findings, recommended pathway and any impact on work duties
- **PROGRESS REPORTS:** issued due to a change in circumstances or the patient requires extended treatment or condition further impacts work-related capability
- **DISCHARGE REPORTS:** certifying patient is fit to return to work to normal duties

Our instant access service is perfect for organisations, small or large and can be combined with on-site prevention and treatment services.



SPECIALIST PHYSIO TREATMENT

Delivering assessment and physio treatment on-site
from your place of work or virtually

Our treatment service offers employers and employees easy access to specialist physiotherapy treatment. Avoiding NHS waiting times means employees are more likely to seek treatment, access it sooner, recover quicker and take less time off work. Employees who have access to treatment are also more likely to continue working while managing the problem.

ON-SITE TREATMENT

- One of our qualified MSK physiotherapists will attend your place of work
- All you need is a room at least 4m². We'll provide everything else
- Each session is 30 mins and comprises of assessment, hands-on physiotherapy or massage treatment
- The condition is re-assessed during subsequent sessions and progress is monitored

VIRTUAL TREATMENT

- Allows employee's greater flexibility to pre-book an appointment at a time and date to suit
- Each session is 30 minutes. Assessment, self-help, education & exercises will be given under the guidance of a physiotherapist in the same way as on-site clinic appointments but via telephone or video
- We use one of the leading exercise software programs, for both face to face and virtual physio, to help relieve pain and help you get back to normal activities and a full range of movement

Similar to our virtual treatments, where an employee's condition impacts their ability to perform their role, clinical reports are issued to managers.

We also offer management information reporting and bespoke MSK health surveys on Employee engagement, Absence, MSK injury and issues by body part and recovery periods on request.

Our physio treatment services can be delivered on-site or virtually to multiple locations and can be combined with prevention services.



To find out more about our services
and how to keep your business healthy,
please get in touch with Martin Grieve, Managing Director on
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