

Client Case Study

Physiotherapy Services



Metro Health & Wellbeing provided a “Fast Track” Physiotherapy Service to North West Ambulance Service.

Metro Health and Wellbeing has provided physiotherapy services to the North West Ambulance Service for over 10 Years. This is a brief review of the service provided between April 2013 and 2014.

Service aims:

To provide a fast track physiotherapy service across our network of North West clinics with a view to:-

- Reduce employee discomfort (pain) due to musculoskeletal disorders (MSD's).
- Improve productivity
- Facilitate a stay at work or return to work thereby reducing associated MSD sickness absence.
- Reduce the risk of further absence due to recurrence of MSD's.

By achieving the above we will ultimately reduce direct and associated costs to North West Ambulance service, thereby proving to be significantly cost-effective.

Physiotherapy Treatment:

Employees received treatment from our specialist therapists including: Acupuncture, Electrotherapy, Exercise Programmes, Manipulation, Massage Techniques, Postural Re-education and Functional Rehabilitation with access to extensive physiotherapy and gym equipment.

Caseload outcome results:

- 1.04 days** - Time from referral to notification of appointment
- 3.6 days** - Time from referral to appointment
- 19.6 days** - Time taken to close a case (from referral to close off)

Service performance results:

Fast Track Access:

The average time saved accessing physiotherapy per employee in comparison with the NHS is 67.4 working days (based on working 5 days a week).

Pain reduction:

Average level of pain reported prior to intervention 5.50/10

Average level of pain reported upon discharge 1.8/10

Average reduction of self reported pain is 67.3 %

Increased productivity:

There was a 49% increase in functional capacity from referral to discharge stated by employees.

Improved work status.

At referral - 43% of employees were absent.

At discharge - 9% of employees were absent and 84% were on full duties.