



physiotherapymatters  
Comprehensive Physiotherapy Service

# **OCCUPATIONAL HEALTH AND WELLBEING SERVICES**

*Healthy Workforce, Healthy Business*

# ABOUT US

Physiotherapy Matters Ltd. have been providing Occupational Health and Physiotherapy Services since 2006.

In this time, we have helped businesses of all sizes to support their teams using occupational health strategies and services designed with each client's unique business need in mind, resulting in a tangible return on investment in each and every case.

We know how important employee wellbeing is to a successful company, and so our range of high quality occupational health services are here to help you accomplish your businesses health and wellbeing goals using a holistic approach to workforce wellbeing.







## OUR ETHOS

We strongly believe that optimal occupational health and wellbeing is not achieved with a 'fighting fires' approach, but instead can only be achieved using a **proactive, preventative, collaborative approach**. We therefore work closely with HR, Health and Safety, and Management representatives to develop a Health and Wellbeing strategy as unique as your business, helping you develop, and sustain, a healthy, happy workforce.

We are also acutely aware of the challenges that small and micro businesses face due to ill health, and are proud that our flexible options allow us to provide high **quality health and wellbeing services to businesses of all sizes**. Whether you're a sole trader or large multisite company, we can help!

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# **OCCUPATIONAL PHYSIOTHERAPY SERVICES**

**Physiotherapy Assessment  
and Treatment Services**

# PHYSIOTHERAPY

Our Physiotherapy services are tailored to your business and ran by highly trained, specialist Occupational Health Physiotherapists.

## **Our physiotherapy services provide your business with**

High quality physiotherapy assessment and treatment of employees

- Effective, efficient and regular liaison with Human Resources, Management and other Occupational Health Services to optimise employee care and assist in absence and performance management.
- Comprehensive quarterly and annual data reporting to demonstrate trends within the workforce.

Evidence suggests that companies can expect to receive a return on investment of between £5-10 for every £1 spent on Occupational Health Physiotherapy Services.

We work with each of our client companies to develop a bespoke occupational health physiotherapy service based on their individual business need. Your service could, therefore, include components from one or all of the services overleaf.

*"We have used the services of Physiotherapy Matters since 1st January 2009. We are pleased with the results we have achieved and believe that their interventions have significantly contributed to a 50% reduction in our overall absence levels over recent years.*

*Physiotherapy Matters takes a flexible approach to the way in which they work with us, tailoring their service to meet with the needs of our business as well as our employees."*

**Keith Faley**  
**HR Manager,**  
**Newcastle International Airport Ltd.**



## REMOTE TRIAGE AND ADVICE SERVICE

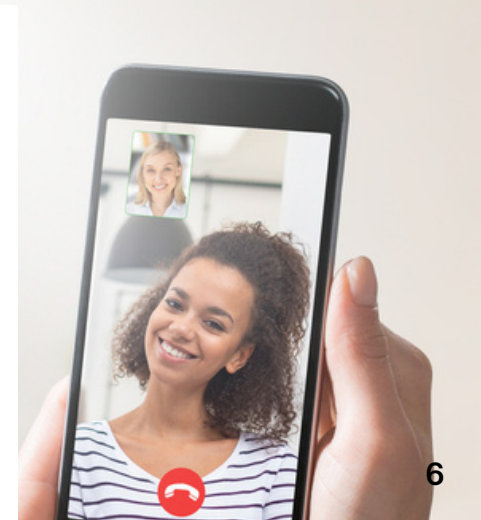
**REMOTE TRIAGE SERVICE TO ENSURE APPROPRIATE REFERRAL TO THE CORRECT SERVICES AND TO ENSURE EARLY ACCESS TO INDIVIDUALISED ADVICE**

A typical triage call will involve a basic assessment of the employee's condition and associated limitations, as well as screening for any 'red flags' that may need urgent medical attention. The specialist Occupational Physiotherapist can then provide self-management advice and determine the need for onward referral such as to Occupational Health Physiotherapy Services where they exist, NHS services, or other Occupational Health services.

## REMOTE PHYSIOTHERAPY SERVICE

**SPECIALIST OCCUPATIONAL PHYSIOTHERAPY REMOTELY VIA TELEPHONE OR VIDEO**

Our remote physiotherapy consultations have been shown to be highly effective in managing musculoskeletal disorders and associated absence, whilst having the added benefits of being convenient and minimizing time away from the workplace.







## OFFSITE PHYSIOTHERAPY SERVICE

### **SPECIALIST OCCUPATIONAL PHYSIOTHERAPY AT OUR CLINICS**

**Ideal for smaller businesses with fewer employees, or for companies with limited room availability.**

Appointments can be booked on an adhoc basis, or regular half day/full day clinics. Regular clinics allow early access to available appointments, and during the clinic hours, we would also be able to provide remote triage and advice services, as well as bespoke wellbeing services and ergonomic services, only incurring any associated travel time and mileage costs.

## ONSITE PHYSIOTHERAPY SERVICE

### **ONSITE PHYSIOTHERAPY SERVICE**

**SPECIALIST OCCUPATIONAL PHYSIOTHERAPY AT YOUR PLACE OF WORK**

Ideal for larger employers or employers with high numbers of employees reporting musculoskeletal disorders.

During the Onsite Physiotherapy clinic hours we would also be able to provide remote triage and advice and remote physiotherapy services, as well as bespoke wellbeing services and ergonomic services at no extra cost.



## FUNCTIONAL CAPACITY ASSESSMENT

**Functional Capacity Assessment (FCA)** is the systematic and comprehensive assessment of an individual's abilities. The assessment involves the use of verified assessment and measurement to gather detailed information with regards to an individual's health, medical history, and current functional ability.

Assessment findings and extensive clinical knowledge is used to provide a detailed report to the employer in order to help ensure optimal decisions can be made regarding an employee's fitness to work.

### Why use a FCA?

FCA allows objective and standardised evaluation of an employee's current functional capacity, and could therefore be used as part of:

- PRE-EMPLOYMENT SCREENING to ensure new employees, or employees with health conditions, are not asked to undertake work that exceeds their capability.
- RETURN TO WORK PLANNING to allow employees a safe return to work.
- CAPACITY ASSESSMENT to identify reasonable adjustments for employees with long-term health conditions.





## FUNCTIONAL CAPACITY ASSESSMENT

**ONSITE AT YOUR PLACE OF WORK (dependent on equipment/space availability) or OFFSITE AT OUR CLINICS**

Ideal for employees whose condition is unlikely to vary with consecutive days of work.

The assessments range from 2-3 hours and cover all required aspects of functional capacity which may include flexibility, upper and lower body strength, balance, dexterity, and aerobic fitness.

## TWO DAY FUNCTIONAL CAPACITY ASSESSMENT

**ONSITE AT YOUR PLACE OF WORK (dependent on equipment/space availability) or OFFSITE AT OUR CLINICS**

Ideal for employees whose condition is likely to vary with consecutive days of work.

The FCA will be completed as above but with more extensive testing and much of the testing would be completed again on the second day to identify any reduction in capacity on consecutive days.





A person wearing a dark blue suit and a patterned tie is seated at a wooden desk, typing on a black laptop. In the foreground, a spiral-bound notebook with a pen resting on it is visible. The background is softly blurred, showing a bright, indoor setting.

# **WORKPLACE ASSESSMENTS**

**Ergonomic assessments  
specific to an individual  
or task**

# EMPLOYEE FOCUSSED ASSESSMENT

## DISPLAY SCREEN EQUIPMENT (DSE) ASSESSMENTS

DSE assessments are ideal for employees who regularly work with computer equipment and involve assessment of the chair, desk, screen, keyboard, mouse, telephone, paperwork, environment and other equipment. Advice is then provided to the employee surrounding optimal positioning, equipment usage and work habits.

## BASIC ASSESSMENT

Ideal for those without any medical issues in order to prevent issues developing and ensure legal compliance.

## STANDARD ASSESSMENT

Ideal for those with short-term or less-complex medical issues. Includes assessment and reporting regarding the workstation only.

## COMPREHENSIVE ASSESSMENT

Ideal for those with longer-term or complex medical issues, this is a combination of a Workstation Assessment and a Fitness For Work Assessment. Includes assessment and reporting regarding any relevant medical history, functional capacity, long-term prognosis, and the workstation, with recommendations given regarding the employee's work, workstation and additional treatment needs.

*"I found the assessment to be extremely thorough. The advice I was given has helped greatly and my symptoms are noticeably reduced at work"*

**DSE User,  
Association of Educational  
Psychologists**

*"Thank you for your assistance and excellent customer service when delivering the recent DSE assessments to our staff. I have been very impressed from start to finish and I will happily recommend Physiotherapy Matters to others."*

**Samantha Elliot,  
Operations and Business  
Development Manager,  
CobaltThreeOne**



## **ERGONOMIC WORKPLACE ASSESSMENT**

### **ERGONOMIC ASSESSMENT OF A NON-DSE WORKPLACE**

Ideal for employees with a more practical role.

This involves observing the employee doing their normal role, breaking it down into individual tasks and highlighting any specific risks with the particular activities, postures or equipment required.

Details of the assessment will be provided in a comprehensive report with possible risk reduction strategies, ergonomic solutions or recommendations.

## **VEHICLE WORKPLACE ASSESSMENT**

### **ERGONOMIC ASSESSMENT OF A DRIVERS WORKPLACE**

Ideal for employees whose role involves driving any form of transport.

A full driver assessment will include assessment of their driving role, any musculoskeletal issues, non-driving tasks required by their role, anthropometry, working postures and cab/seat design.

Details of the assessment will be provided in a comprehensive report with possible risk reduction strategies, ergonomic solutions or recommendations.





# ERGONOMIC TASK ASSESSMENT

At Physiotherapy Matters we champion preventative strategies including identifying areas of risk within the workplace and using recognised tools to assess and manage this risk for all employees.

We can use assessment tools including QEC, MAC, ART, RULA and REBA to provide objective measurement of risk. Along with task observation, this allows us to produce detailed reports, highlighting specific risks and potential risk reduction strategies.

## Why use a task assessment?

- If you are putting new processes in place and want to try and minimise risk.
- To minimise risk associated with a manual handling task with significant potential for injury.
- To investigate risk associated with a particular task if you have reports of numerous injuries or ailments from employees working on the same task indicating it may be a high risk activity.
- To check a workplace and the equipment provided are legally compliant eg DSE regulation.

# LEARNING AND DEVELOPMENT

A range of training courses surrounding musculoskeletal wellbeing



# EMPLOYEE LEARNING

Physiotherapy Matters have significant experience in delivering bespoke, high quality, comprehensive occupational health training programmes to suit your business needs. The training programmes are interactive and regularly reviewed to ensure maximal learning, and all programmes are designed with legislation in mind to ensure business compliance with health and safety law.

Some of our most popular training programmes include;

## **MANUAL HANDLING AND MUSCULOSKELETAL WELLBEING**

Ideal for employees who are required to complete any manual handling within their role. Covers topics such as personal and work related risk factors for pain and how to minimise these, risk assessment of manual handling tasks, relevant legislation and principles of optimal manual handling.

## **DSE USER TRAINING**

Ideal for employees who are required to complete any DSE work within their role. Covers topics such as personal and work-related risk factors for pain and how to minimise these, relevant legislation, hazard spotting, optimal ergonomic positioning.



### **DSE ASSESSOR TRAINING**

Teaches nominated employees how to carry out safe, effective DSE Workstation Assessments. Covers relevant legislation, work-relevant health issues, ergonomics, DSE assessment process, problem solving and ergonomic solutions, and report writing.

### **MUSCULOSKELETAL DISORDERS FOR MANAGERS**

Teaches managers/supervisors, HR and health and safety team members best practice management of musculoskeletal disorders in the workplace. Includes, relevant legislation, anatomy and pathology of common work-related musculoskeletal disorders, pain science, acute injury management, personal and work-related risk factors to developing musculoskeletal pain, ergonomics and the key principles of manual handling.

**MANY OF OUR TRAINING PROGRAMMES ARE  
AVAILABLE ONSITE, OFFSITE, AND REMOTE  
WHERE APPROPRIATE. PLEASE DISCUSS  
YOUR REQUIREMENTS ON BOOKING.**

# E-LEARNING

Our PML e-Learning Dashboard provides a bespoke and flexible approach to help you improve and manage your employees learning and development in one place by providing access to an array of management tools and wellbeing e-learning opportunities.

## Benefits to Employees

- Access to high quality workshops and training programmes
- Provision of a number of downloadable resources from quality sources after each course
- Provision of an action plan at the end of the course to ensure learning translates into meaningful action

## Benefits to Managers

- Control over the pass rate of each course
- Ability to download/print course certificates
- Ability to design and set your own post-learning survey to capture data from each learner about their experience.
- Ability to assign courses to specific teams, sites, roles or individuals.
- Ability to monitor compliance and activity as well as tracking face to face events and storing historical training records.
- Ability to build own library of resources.



# WELLBEING AND HEALTH PROMOTION

A proactive approach to  
workplace wellbeing with  
a preventative focus



# WORKSHOPS

A proactive approach to employee wellbeing with specifically designed educational workshops can lead to a reduction in musculoskeletal conditions suffered in the workplace. Our wellbeing workshops can be delivered remotely, onsite, or at our North East based clinic.

## **Some Examples of our most popular workshops include**

- The 4 Pillars of Health
- Health and Wellbeing of the DSE User/Driver/Manual Worker
- Surviving the Home Office
- Understanding Chronic Pain
- Fitness and You

The workshops involve a mix of visual and oral teaching, the use of props where appropriate, the use of tasks and the opportunity to ask questions and obtain valuable advice. Attendees will also be provided with useful resources to access after the workshop.

If your workforce would benefit from a workshop surrounding a particular physical wellbeing topic, please contact us to discuss your requirements as we are able to create bespoke workshops.

*"We have hosted a number of wellbeing initiatives with Physiotherapy Matters. We have had a number of wellbeing talks and seminars along with a yoga class and meditation session.*

*Sessions are comprehensive, engaging and fit really well with our wellbeing goals.*

*They make everything very easy and have genuine experts in their field supporting which gave extra credibility (and content) to what we put out. Any company who takes the wellbeing of their employees seriously should definitely talk to them about what they can do for you.*

**Laura McGrath,  
Events and Community Manager,  
Quorum Business Park**



*"As part of our SHE action plan we committed to providing DSE assessments to our colleagues. Jennifer has supported up to complete these both virtually and in person. Her positive attitude with colleagues has meant our people engage in quality conversations and as a business we are provided with recommendations to support our colleagues. I would recommend both Jennifer and Physiotherapy Matters to other businesses."*

**Gemma Hewitt,**  
**HR Business Partner,**  
**Greencore**

## **DROP-IN CLINICS**

Our drop-in clinics provide attendees with a 20minute one-to-one session with one of our specialist occupational health physiotherapists.

### **PHYSICAL WELLBEING CLINICS**

Attendees will have the chance to discuss any physical wellbeing concerns that they have now, or that concerns them about the future, then get evidence-based advice regarding those concerns and how to maximise their physical wellbeing.

A brief report will be provided to the employer outlining if any advice has been given, if the employee has been signposted to external services, and any recommendations regarding further support from the employer that the employee would benefit from.

### **ERGONOMICS CLINICS**

Attendees will get a Basic DSE Assessment (as described earlier). A brief report will be provided to the employer showing what has been checked and any recommendations regarding further support from the employer that the employee would benefit from.

# EXERCISE CLASSES

Physiotherapy Matters can provide a wide range of exercise programmes for your workforce. These can be delivered remotely, onsite or at our North East based clinic.

**Some Examples of our most popular exercise classes include**

- Pilates
- Yoga
- Meditation
- High Intensity Interval Training (HIIT)
- RunFit

# BLOGS

At Physiotherapy Matters we are keen to educate using expert, evidence-based advice, rather than Dr. Google! With our writing service we can write blogs for your intranet/internal communications. Topics can be based on public health campaigns, seasonal issues, or can be on request based on the needs of your workforce.

**Looking to maximise  
your Employee  
Wellbeing plans whilst  
minimising cost?**

**Our Wellness Matters  
subscription service  
offers businesses of all  
sizes a cost-effective,  
regular wellbeing service  
designed and planned by  
our wellbeing specialist.**

**Ask us for more info!**

# CONTACT US

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