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## Staff Access to Physiotherapy Services Protocol

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If the review date has passed please contact the Author for advice.

### Disclaimer

Powys Teaching Health Board is the operational name of Powys Teaching Local Health Board  
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## **1 Introduction**

This guidance for staff access to the physiotherapy service is a key component of the governance framework which enables Powys Teaching Health Board (PTHB) staff to fulfill their duties safely and competently.

This aims to support the organisation to manage its sickness absence and to prevent and reduce musculoskeletal (MSK) injuries. The fast track system enables staff to access the right treatment quickly and safely and supporting staffs ability to remain healthy and well at work.

This guidance sets out how these arrangements will be handled in the PTHB and will be provided to all staff of PTHB.

## **2. Objective**

To ensure timely and accessible assessment and treatment of MSK problems in order to prevent and reduce musculoskeletal related injury and sickness absence of PTHB staff.

The fast track system has been designed for staff who have acute, recent injuries or other problems that are affecting staffs ability to work. Musculoskeletal problems such as neck pain, back pain, muscle strains, ligament strains and arthritis are appropriate for this service.

This guidance should be read in conjunction with:

- PTHB OHP 001 Occupational Health Policy
- PTHB IGP 004 Data Protection and Confidentiality Policy

## **3. Definitions**

- **PTHB** – Powys Teaching Health Board

## **4. Role / Responsibilities**

Staff employed by Powys Teaching Health Board (PTHB) who require Physiotherapy in one of the PTHB hospital departments. Treatment can be provided at a location close to the member of staffs home address or place of work.

## **4.1 Professional Head of Physiotherapy**

The professional Head of Physiotherapy is responsible for:

- Ensuring that all physiotherapists and PTHB staff are aware of the guidance.

## **4.2 Line Managers**

The Line Managers are responsibility for:

- Ensuring the guidance is brought to the attention of staff in order to support the health and well being of PTHB staff members.

# **5. Referral to the Physiotherapy Service**

## **5.1 Referral Procedure**

5.1.1 You can refer yourself to the physiotherapy service via your GP/consultant, Occupational Health Department or using the Self-Referral form on the PTHB intranet or PTHB internet. It is important that you only self-refer for MSK conditions, and if you are in doubt, you should consult your GP or Occupational Health Department first.

5.1.2 A paper copy of the self referral form can be picked up from your local GP surgery, physiotherapy department or available on the PTHB internet. The forms can be either posted to Therapies Hub, Newtown Hospital, Llanfair Road, Newtown, SY16 2DW or emailed to [therapies.hub.pow@wales.nhs.uk](mailto:therapies.hub.pow@wales.nhs.uk).

5.1.3 Referrals will be triaged by the physiotherapy team and if appropriate for Physiotherapy will be prioritised as urgent for all staff members.

5.1.4 Staff members will be informed if a referral is deemed inappropriate for Physiotherapy.

5.1.5 The referral will be classed as a self referral (fast track) for WPAS recording.

5.1.6 All physiotherapy service policies and procedures will apply to the treatment programme.

5.1.7 Treatment notes will be completed as per PTHB records management policies and procedures.

## **6. Discharge**

On discharge, a treatment summary will be returned to the referrer or to the GP as per physiotherapy discharge procedure.

## **7. Confidentiality**

Information regarding the individual's condition/problem and their subsequent treatment and outcome will only be disclosed to Occupational Health and to their doctors. If an individual self refers their consent is required before information is disclosed.

Under no circumstances will the Physiotherapy Staff convey any details regarding the individual's condition/problem or subsequent treatment to the employee's Line Manager or any other PTHB Manager or staff.

## **8. Monitoring Compliance**

Professional Head of Physiotherapy will monitor the compliance with urgent prioritisation of PTHB staff referrals

## **9. Review and Change Control**

This guidance will be reviewed every three years or earlier should changes to legislation / practice within PTHB indicate otherwise.

## **10. References**

- PTHB Physiotherapy Service policies and procedures
- PTHB OHP 001 Occupational Health Policy
- PTHB IGP 004 Data Protection and Confidentiality Policy