



**Back in Action<sup>UK</sup>**  
Keeping workplaces moving

Patient Leaflet:

# More Information about your Company Physiotherapy Service

A service provided to you by your  
employer & Back in Action UK

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## What is physiotherapy?

Physiotherapists aid recovery from many physical injuries, illnesses and disabilities with treatment and advice. This includes managing pain that has developed over time with no known cause or that which keeps recurring.

## Why have physiotherapy treatment?

Research has shown that treatment by a physiotherapist often significantly reduces pain, improves function, and decreases the need for time off work while recovering. If you are suffering from pain in either arm, leg, back, neck or head, then it is a good idea to get it checked early to prevent it from becoming worse and speed your recovery.

## What does physiotherapy involve?

The physiotherapist will ask you questions about your symptoms, e.g. how long have they been there, what makes them better or worse. They will also look at and feel the painful area, assess your movement and perform specific physical testing. From this a diagnosis and suggested treatment plan will be discussed with you.

Treatment may involve the below approaches or likely combinations of them:

- Mobilisation & manipulation of joints
- Advise & education
- Soft tissue massage
- Exercises
- Movement & postural correction
- Acupuncture
- Taping

Not all of these treatment types will be appropriate for all patients, this will be discussed & agreed with you. No treatment will be conducted that you are not comfortable with.

If physiotherapy is not appropriate for your condition then we will tell you this and suggest onward referral where appropriate, such as seeing your GP.

## Who can have Physiotherapy?

All employees can have treatment.

## How do I make an appointment?

Just contact us via email or phone, as below, or ask your manager. You can make the appointment yourself for physiotherapy as long as you have approval from your manager if your appointment is during work time. You do not need a referral from the GP or Occupational Health in order to make an appointment. You should aim to see the physiotherapist within 1 week of the injury or problem starting as early treatment is key to a quick and successful recovery.

## Do I need to have a work injury?

No. You do not need to have had a work related injury or be absent from work to come for physiotherapy. You could have an injury playing football, doing DIY at the weekend, or a pain or problem that has started for no apparent reason.

## What if I am already having treatment?

We will not interfere with your ongoing care but aim to assist you further.

## If I go to see the company Physiotherapist, is it likely I will be signed off work?

No, this is rare. Our goal is to keep people at work and therefore we will only recommend a period of sick leave if absolutely necessary.

## Will I be forced into going back to work before I am fit?

No. We work with you, your manager, and other health professionals to get a quick, but safe return to work.

## Do I have to worry about giving personal information to the physiotherapist?

No. Back in Action UK are compliant with General Data Protection Regulations 2016/679 and have a legal duty to keep information confidential. We will not give any information to your employer or 3rd party without your consent, except when required by law.

## Is the physiotherapist qualified and experienced?

All of our physiotherapists are experienced Chartered Physiotherapists registered with the Health Care Professions Council. We act in accordance with the Equality Act 2010 to ensure that all individuals receive fair and equal treatment irrespective of their age, disability, sex, sexual orientation, race, religion or belief, gender reassignment, marital status or pregnancy.

## Does the service replace the medical care provided by my GP?

No. Our service offers immediate, accessible and professional health advice when you may need it and is complimentary to GP care.

## What's the difference between physiotherapy at work and NHS physiotherapy?

In terms of the assessment and treatment there is no specific difference. Your work physiotherapist however will have a better understanding of the physical demands of your job and how your pain/injury may or may not effect that. Where appropriate your work physiotherapist will advise your manager of what you can and can't physically do. Any recommendation regarding your work will be discussed with you before it is shared with your manager.

For further details on confidentiality, consent, access to your notes and your patient rights, please ask your physiotherapist or go to [www.backinactionuk.com/resources/](http://www.backinactionuk.com/resources/)

We'd love to hear from you. If you have any feedback, please email [enquiries@backinactionuk.com](mailto:enquiries@backinactionuk.com)