



Back in Action^{UK}
Keeping workplaces moving



palletline

All You Need To Know About
Your Company's Occupational
Physiotherapy Service.

A Guide for Managers

A service provided to you by
Palletline & Back in Action UK

enquiries@backinactionuk.com • 020 7480 5976

www.backinactionuk.com

Effective treatment for all aches and pains, work related or not



Back in Action^{UK}
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Your physiotherapy service.

Completely FREE for all
Palletline employees

Physiotherapy Advice Line:

Monday – Friday, 9am – 5pm

with onward referral to a local
network physiotherapy practice if needed.

No GP or Occupational Health referral needed.

For more details or to access the service just call **020 7480 5976**
or email us at **enquiries@backinactionuk.com**

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What We Treat



Physiotherapists are the Musculoskeletal experts.
We assess and treat any non-emergency musculoskeletal condition.

- Back & Neck Pain
- Strains, Sprains
- Slipped Discs
- Repetitive Strain Injuries
- Sciatica, Trapped Nerve
- Hip Pain
- Headaches
- Pulled Muscles
- Muscle Spasm
- Tennis Elbow
- Painful/Swollen Joints
- Neuritis, Bunions
- Shoulder Stiffness
- Torn Ligaments
- Cartilage Tears
- Tendonitis
- Fractured Bones (In/Out Of Plaster)
- Frozen Shoulder
- Arthritis And Spondylosis Of Back, Neck, Hips, Knees, Shoulders

No GP or OH needed to receive physiotherapy treatment.
Just call or email us.



Your Frequently Asked Questions



Who are Back in Action UK?

Back in Action UK are a national specialist occupational physiotherapy company. We provide physiotherapy and related services to many corporate clients throughout the UK to help look after the health & wellbeing of their staff.

What is Physiotherapy?

Physiotherapists are the specialists in assessing and treating Musculoskeletal Disorders (MSDs). 'Musculo' means 'muscles' and 'skeletal' means 'bones', so in other words we treat any injuries or conditions relating to bones and muscles. For example, anything to do with the neck, back, legs, arms etc.

As physiotherapists, we use a wide variety of techniques that can help to decrease and eliminate the pain and allow the restoration of pain-free movement. Treatment consists of a number of approaches depending on the nature of the condition. Typically, it will involve a combination of hands-on techniques, acupuncture, exercise rehabilitation and postural advice. It is important that we also help prevent the pain from re-occurring in the future, so a big part of what we do, is to look at the source of the problem to change behaviour, patterns and systems, so that the person can continue with their work, leisure, and daily activities with a decreased risk of their condition returning.

What is the purpose of Back in Action UK?

It is now well recognised, proven and publicised that getting people back to work quickly is better for people's health, significantly reducing their chance of long term disability.

At Back in Action UK, this is our main purpose. Palletline has invested in our physiotherapy service so that we can help keep staff at work and get them back to work as quickly and as safely as possible. In doing so, both the employee and your Company benefits. The employee benefits from job retention and long term better health; your Company benefits from significant savings: reduced absenteeism AND presenteeism costs, increased employee productivity, and litigation reductions.



Our approach:

- 1** Provide physiotherapy treatment to alleviate the pain and/or restore decreased function.
- 2** Help Managers and HR with the management of sickness absence by assessing employee fitness for work, making recommendations for appropriate modified duties, and overseeing their care and return to work plans to make sure that employees come back to work successfully, quickly and safely.
- 3** Work proactively with Managers, HR and H&S Teams to identify trends and prevent injuries from happening in the first place.
- 4** Look at and modify, where necessary, possible and appropriate, their work environment and habits in order to get to the source of the problem and therefore decrease the chance of the condition/injury returning in the future.

Who can receive physiotherapy treatment?

Any Palletline employee can come for physiotherapy treatment for an MSD complaint, whether it is work-related or not. They can self-refer or be referred by their line manager or HR. There is no need to see a GP or OH beforehand.

If there is doubt whether physiotherapy can help an employee, refer them anyway. We will assess them and report back to confirm if we can, or recommend they see someone else if not.

How can an employee be referred for Physiotherapy?

There is no need for them to see a GP or OH first to get permission or a referral. Employees can refer themselves as long as they get authorisation from their manager beforehand.

In order to use the service, just call or email the Physiotherapy Advice Line. A video or telephone appointment will be arranged for the employee to speak with a physiotherapist. They will be asked some specific questions to ascertain the nature and extent of their injury. In many cases, the physiotherapist will be able to effectively treat employees remotely through advice and on-line exercise programmes. However, in some situations, the physiotherapist may recommend that they are then referred to a local Back in Action UK network physiotherapy clinic.

Will management and HR receive Fitness for Work Assessment Reports from the physiotherapist?

Yes. The employee's Line Manager and HR Business Partner will receive an Initial Physiotherapy Report with work recommendations within 24 hours of the initial appointment. A Final Physiotherapy Report will then be received when the employee has completed their course of treatment. An Interim Report will also be sent if there is a change of work status during the course of their treatment or if there is a change to the treatment plan.

Is an employee expected to attend physiotherapy?

Yes. Employees are required to cooperate with any provisions of service by the Company. If staff cannot attend this appointment for any reason, they must notify the service as soon as reasonably possible

If I send an employee to Physiotherapy, is it likely they will be signed off work?

Our goal is to keep people at work where it is safe to do so. Therefore our Assessment for Work Report will only recommend they do not work at all if we think it's absolutely necessary.

Will employees be forced into going back to work before they are assessed as being fit to do so?

No. This is ultimately the employee's decision.

It is as simple as just calling us on **020 7480 5976** or emailing us on **enquiries@backinactionuk.com**



Is it safe to give employee data to the physiotherapist?

Yes. Back in Action UK are compliant with General Data Protection Regulations 2016/679. Everybody working for BIA UK has a legal duty to keep information confidential. As we are sub-contracted, we can process employee information in the interest of the employee as long the information is treated as confidential and we abide by the Data Protection Act 1998.

Information is recorded and stored securely on BIA UK's secure server within a secure high security data centre.

Will information given to a Physiotherapist remain confidential?

Yes. BIA UK is committed to the most stringent standards regarding medical advice and medical confidentiality. We ask for the employee's consent to share any relevant information with management. Patients entrust physiotherapists with, or allow them to gather, sensitive information relating to their health and other matters as part of their seeking treatment. They do so in confidence and they have the legitimate expectation that anyone who has access to that information will respect their privacy and act appropriately.

Is the employee's information shared with anyone else?

The employee may be receiving care from other people as well as BIA UK staff. So that we can all work together for their benefit, we need to share some of the information. However, we do not give any information that we hold to anyone, unless it is needed for treatment and care, AND after the employee has given permission.

Is the physiotherapist qualified and experienced?

All of our physiotherapists are experienced Chartered Physiotherapists registered with the Health Professions Council.

Does the service replace the medical care provided by the employee's GP?

No. Our service offers immediate, accessible and professional physiotherapy advice when an employee may need it. It is often a compliment to the local GP care.



Can managers view an employee's medical history from our reports?

Not without prior consent from the employee. The information emailed or discussed with managers is not a detailed medical report, but is simply scant information to make operational decisions.

Can an employee view their own files?

Yes. These can be requested from BIA UK. Please contact enquiries@backinactionuk.com for more details.

Employees with a musculoskeletal (MSK) condition (anything to do with muscles or bones) should be referred to Back in Action UK as soon as their condition/injury arises.

Just make an appointment – this can be done by the employee, their manager, a site administrator, or HR.

Back in Action UK are the first point of contact for MSK issues - employees do not need to see a GP or occupational health first.

MSK Issue Identified

Contact Back in Action UK for an appointment
020 7480 5976 or enquiries@backinactionuk.com



Medical emergency or non MSK issue referred to appropriate place.



Patient managed remotely through self-management techniques, education, bespoke on-line exercise plans, and work/return to work advice.

Telephone or video appointment with a physiotherapist arranged to take place within 48 hours of the initial call.



Referral for further investigation by GP / A&E / OH (very small %)



Face to face (F2F) physiotherapy recommended – an appointment is made by the physiotherapist to see them at a local BIA UK Network practice.

Fitness for Work Report sent to line manager within 24 hours



Follow up calls where required.

Fitness for Work Report sent to line manager within 24 hours.



Initial F2F assessment at the clinic.

Referral to F2F if not improving remotely.

Final Fitness for Work Report sent to line manager.

Fitness for Work Report sent to line manager within 24 hours.

Condition/injury not responding to treatment (small %). Discharged from treatment and final Fitness for Work Report sent to line manager.



Follow up F2F sessions as required (average number of sessions including initial assessment <4).

Condition/injury resolved and employee at work on normal duties. Discharged from treatment and final Fitness for Work Report sent to line manager.

Successful Musculoskeletal (Msk) Absence Management

Use Back in Action UK to its full potential

EARLY INTERVENTION

- Early intervention is the absolute key to successful absence management.
- The sooner intervention starts the better the prognosis and outcome.
- Ensures that the employee is receiving the right treatment and advice from Day 1. Bed rest is the worst thing for someone with back pain.
- Prevents condition worsening and therefore needing time off work. Don't ignore that niggle!
- Prevents unnecessary trips to the GP and sick notes.
- Speeds up the return to work: the length of time someone is off work is directly proportional to the success of them returning to work. Someone being off work for 6 months has an 80% chance that they will never return to employment.
- We can help you provide the right messaging in the first few days post injury, which is essential to a successful return to work.

1 Refer all MSK conditions and injuries.

2

Send your employees for physiotherapy as soon as possible.

3

Use the physiotherapy service proactively.

WHAT TO REFER TO EARLY PHYSIOTHERAPY

- ALL Musculoskeletal conditions: back, neck, knees, shoulders, sciatica, wrists, headaches, arthritis etc.
- Doesn't have to be an injury.
- Doesn't need to be work-related.
- You don't need to know what it is.
- If in doubt, refer anyway. Straight away.
- Don't go via OH: Physiotherapists are the musculoskeletal experts.

BE PROACTIVE

- To have the biggest impact on reducing MSK absence, we need stop the injuries from happening in the first place.
- Don't wait for problems/injuries to get any worse.
- MSK problems have a reoccurring nature: empowering the patient to self-manage their condition is a fundamental part of physiotherapy treatment.



Management of Back Pain



The basic message is simple - don't take back pain lying down!

There is now good scientific evidence that the best treatment for back pain is to stay active and to continue ordinary activities as normally as possible despite the pain.

How common is back pain?

Back pain is one of the biggest causes of sickness absence. In fact, the Work Foundation estimates that it costs the EU's economies £200bn each year.

60-80% of adults of working age suffer from back pain at some time. It is very common, but most acute attacks settle quickly within a few days or weeks, at least enough to get back to most ordinary activities. Most people manage to continue working or return to work within a few days or weeks, despite their pain.

Most back pain is not due to any serious disease and much chronic disability should be preventable. Over the last 5-10 years, there has been a revolution in medical understanding of back pain and how it should be managed, and there is now good scientific evidence on how we can improve its clinical and occupational management.

Back pain is a common occupational problem and workers, employers and health professionals must all communicate and work together to deal with it and prevent unnecessary disability. Our common goal is to help and support the individual with back pain to recover and return to their normal activities as quickly and as safely as possible. They do not need to wait until they are completely pain free to do so.

Back pain is common in people of working age and can affect capacity for work, but that does not necessarily mean it is caused by work. Physical demands at work can precipitate and aggravate back symptoms, but they do not generally produce lasting damage. The spine is strong and it is difficult to cause serious damage.

What can people do to help themselves if they get back pain?

There is a lot people can do to help themselves. Get active. Take some pain relief. Get advice. The longer someone is off work with back pain, the greater the risk of chronic pain and disability, and the lower the chances of ever returning to work. So the sooner they get going, the better.

Stay at work or return to work as soon as possible, if necessary with temporary modified duties. This does not increase the risk of 're-injury' but actually leads to fewer recurrences and less chronic pain and disability.

The worst thing for someone with back pain is bed rest.



Physiotherapy, Wellness and Workplace Health



When Back in Action UK was born, we operated a number of physiotherapy clinics in Central London, doing so successfully for over 10 years. However, during this time we noticed the increasing need for us to be at our clients' workplace. In order to effectively treat them, and by that we mean for the long term, not just a quick fix, we needed to get to the source of the problem and see them in action at work, whether that be sitting at a desk or operating machinery.

This in-house model was so effective and there became such the demand that it led us to become specialised in the delivery of workplace ergonomics and occupational physiotherapy; our patients got better quicker and more effectively and their employers, our clients, saved many thousands of pounds a year with a healthier and more productive workforce.

BIA UK has a number of clients around all of the UK and have become specialised in the rail, transport and waste industries. Our ergonomic

and occupational physiotherapists work up and down the country providing either ad-hoc ergonomic assessments and consultancy or in-house physiotherapy clinics. We have a large physiotherapy network across the UK which we refer to for occupational physiotherapy treatment and preventative advice when in-house physiotherapy is not needed or warranted.