

Hampshire Fire and Rescue Authority

Human Resources Committee

Item: 9

28 October 2015

Update of Physiotherapy Service delivery

Report of the Chief Officer

Contact: Kate Kyne Head of Occupational Health & Wellbeing

Telephone: 01590 625170, email kate.kyne@hants.gov.uk

-

1 Summary

- 1.1 With the increase in absence cases related to musculoskeletal issues and injuries, this report demonstrates the ongoing work and service delivery provided by the external Physiotherapy company RehabWorks who provide this service under contract arrangements administered by the Occupational Health and Wellbeing Service.
- 1.2 The key finding of this report is that there has been a consistent increase in the use of the service and that there are clear indicators to demonstrate early returns to work following injuries.
- 1.3 This report provides an update on the continuing work being carried out by the Physiotherapy service, RehabWorks.

2 Recommendations

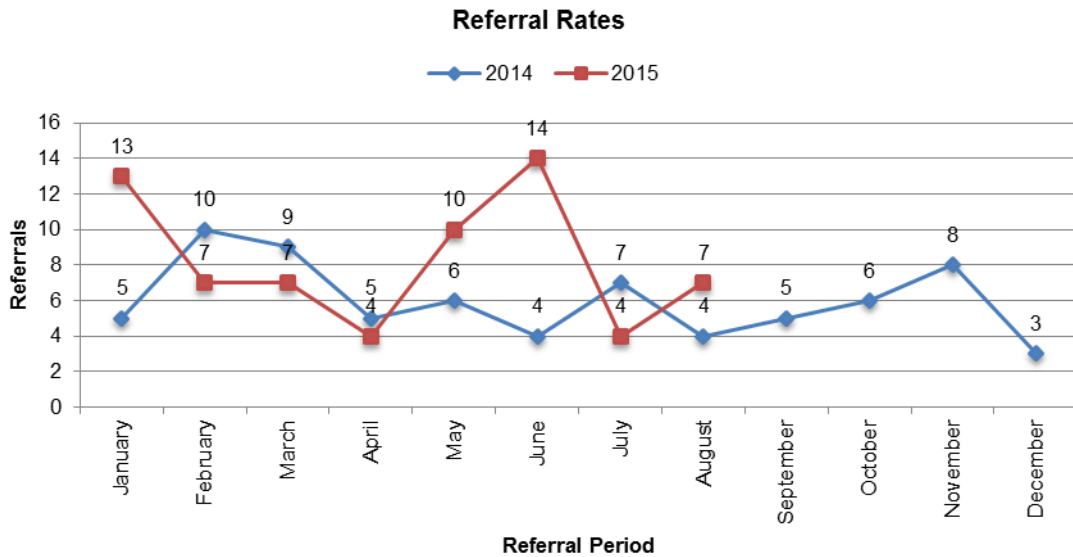
- 2.1 That the HR Committee note this update.

3 Overview

This service was introduced to the Service in 2007 as it was clear that at that time a number of staff were either injured on duty or sustained an injury outside of work that was having an impact on the ability for them to carry out their full duties. The business case for this new service highlighted that the cost of sickness absence would be higher than the cost of providing physiotherapy services to all staff.

- 3.1 Within Hampshire Fire and Rescue Service (HFRS) there is an almost equal distribution between back, upper limb & lower limb conditions reported to Occupational Health and Wellbeing. This distribution has remained consistent throughout 2013-2015.

3.2 The chart below compares the 2015 referral trends to RehabWorks with 2014

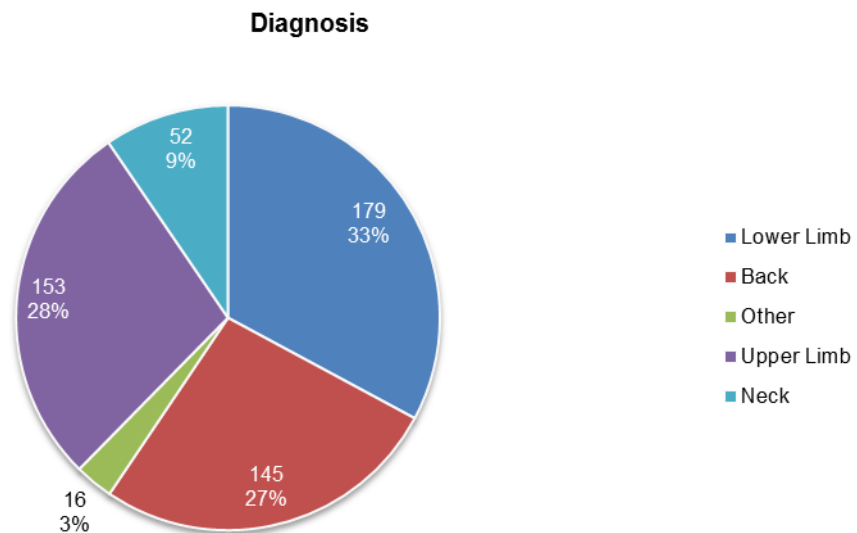


3.3 This demonstrates that from the beginning of the new financial year, the use of this service has increased and (with the exception of July) can be linked to the increase in Management referrals through to Occupational Health.

4 **Diagnosis**

4.1 The following graph represents the diagnosis of the referrals to RehabWorks by numbers and percentage for the total referrals since Jan 2012. In total these muscular skeletal referrals accounted for 25% of the sickness absence in HFRS during 2014/15 and approximately 60% of the referrals to Occupational Health and Wellbeing.

4.2



5 **Progress**

5.1 The data for this report was extracted in August 2015 and at this time 17 cases are currently active

- 0 new cases are awaiting a triage appointment
- 8 cases are currently receiving or have been referred for a course of

physiotherapy

- 8 cases are being managed remotely
- 0 cases are awaiting authorization for more sessions
- 0 cases are awaiting report review
- 1 cases had been uncontactable and a DNA letter has been sent

5.2 It is positive to note that of the 16 cases currently active there are none which are awaiting triage, authorisation or review.

6 Discharges

6.1 11 cases were discharged from Rehab Works Service in August. Of these discharged cases 10 completed treatment and were discharged on full duties and only 1 case was discharged on restricted duties.

6.2 At the time of referral 100% of those who were the on full duties, remained on full duties to discharge. For those who were off duty at the time of referral, 83% of those were discharged on full duties.

7 Exceptions Report

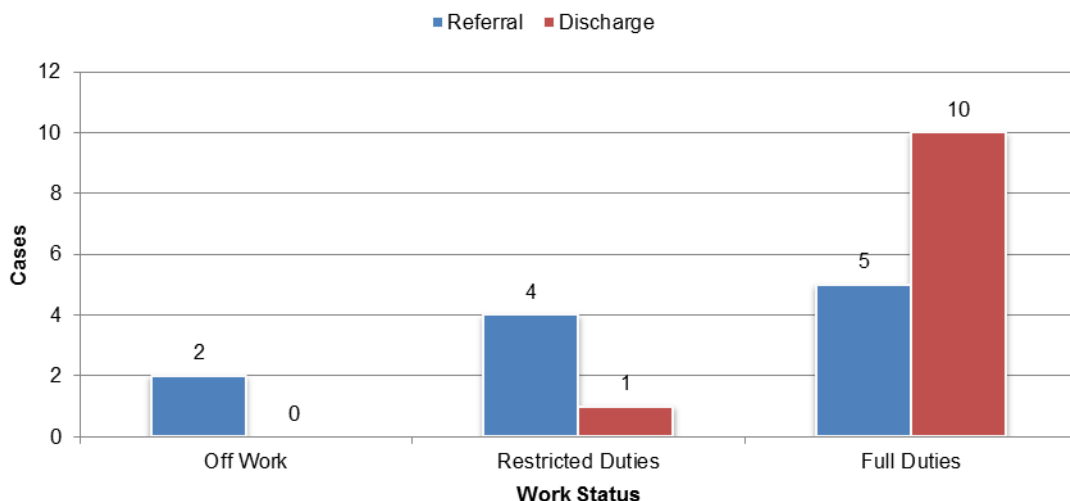
7.1 There was 1 exception of cases not achieving full duties on discharge in August.

- Case discharged on restricted duties (completing normal work duties but not available for operational activities/training). They had been referred to a specialist following detailed assessment and awaiting further investigations / medical interventions.

7.2 The following chart shows work status pre and post intervention for the 10 cases completing treatment.

This clearly demonstrates that Physiotherapy intervention has enabled staff to return to full duties

Work Status August 2015 - Pre/Post Intervention



8 **Supporting our corporate aims and objectives**

8.1 Effectively supporting the health and wellbeing of staff is embedded within the Service plan and vision and is consistent with the attendance management action

plan.

9 Risk analysis

9.1 No risks are identified in connection with this report.

10 People Impact Assessment

10.1 The proposals in this report are considered compatible with the provisions of the equality and human rights legislation.

10.2 The analysis provided in this report provides initial evidence that the Physiotherapy Service is effective in supporting reducing sickness absence and returning staff to full duties.

11 Environmental and Sustainability impact assessment

11.1 There are no environmental impacts identified.

12 Resource Implications

12.1 The service is being accessed by staff who self refer and also those who are directed by the OH team following a referral, however, to ensure that more staff access the service, a more targeted and directed comms and marketing approach needs to be taken. This is being developed by the wellbeing team within OH

12.2 The average cost per case closed is £186. When this is compared to the daily cost of absence, then it is clear that a return on investment is achieved when the intervention reduces the number of days absent by even a small amount.

13 Consultation

13.1 There are no consultation matters in connection with the contents of this report.

14 Conclusion

14.1 Although these are early conclusions upon introduction of the service the average number of physiotherapy sessions per case closed remains at **3.6** – significantly lower than the standard 6 sessions used under a traditional physiotherapy delivery model. This demonstrates the value of the remote triage model.

14.2 83% of completed cases have been discharged fully resolved/resolving. This is where the benefits of the service are most clearly demonstrated since these results will have saved the Service considerable absence costs and hidden costs associated with low productivity (presenteeism).

14.3 The use and outcomes from this service will continue to be monitored with outcomes reported when the service has been sustained over a longer period.

15 Background papers

15.1 The following documents disclose the facts or matters on which this report, or an important part of it, is based and has been relied upon to a material extent in the preparation of this report.

N.B. The list excludes:

Published works.

Documents that disclose exempt or confidential information as defined in the Act.

TITLE	FILE
None	