

## 58196 Council Occupational Physiotherapy Service

This request relates to employee physiotherapy services (including Occupational Health Physiotherapy) provided by the council to its staff.

### Service Delivery Model

Does the Council currently deliver employee physiotherapy services (including Occupational Health Physiotherapy) in-house or through an externally commissioned provider?

Via an externally commissioned provider.

### Current Provider Details:

If the service is externally commissioned, please provide the name of the current provider and the duration of their contract (including start and end dates, and any extension options).

Current Provider: PAM

Contract start date: 31/3/2022

Contract end date: 31/3/2026 with option to extend by a further year.

### Referral and Triage Process:

How are employee referrals for physiotherapy triaged (e.g. direct line manager referral, occupational health, online form)?

Line management referrals are submitted through an online system and triaged by clinicians.

Is triage completed internally or outsourced to the provider?

The triage process is carried out by the provider; line managers can request specific services via an online system.

How many referrals in the last 12 months or last full year of MI?

1,294.

### Digital Systems / Case Management Tools:

Does the Council use any digital system or online portal for managing referrals, appointments, or management reporting (e.g. an online referral portal, HR case management system, or occupational health platform)?

Yes, we utilise an online portal provided by our supplier.

If so, please specify the name of the system and whether it is operated by the provider or the Council.

OHIO, operated by the provider.

### Session Delivery:

What proportion of physiotherapy sessions are delivered:

- In person

75-80%

- Via secure video call

10%

- Via telephone consultation

10-15%

Average Sessions Per Case:

On average, how many physiotherapy sessions are provided per employee (including assessment and follow-up appointments)?

3-6 sessions.

Self-Managed vs Assisted Treatment Plans:

What proportion of cases result in self-managed treatment plans (e.g. exercise videos or online programmes) compared to assisted treatment (hands-on therapy)?

Most cases also have the provision of self-managing and hands on therapy.

Performance and Reporting:

What Key Performance Indicators (KPIs) or management information are routinely collected to monitor physiotherapy service performance?

(e.g. referral turnaround times, attendance rates, discharge outcomes, employee satisfaction, etc.)

Price and Costing:

What is the current annual budget for occupational physiotherapy services and/or the average cost per physiotherapy session (including triage, assessment, and treatment)?

There is a suite of management information available from our current supplier, and these are reviewed on a regular basis as part of the contract management between the Council and provider.

The Council's annual budget for occupational physiotherapy services can be found on our [Contract Register](#) by searching for 'Occupational Health and Employee Assistance Programme' in the Contract Name column.

With regards to KPIs and the cost per physiotherapy session, we will not provide this. The information requested is not in the public realm and by releasing this information there would be a negative impact on the contractor as other competitors of future works/contracts would have an insight to their competitor's rates they would not previously have had, as well as performance indicators for this specific contract. This would provide other contractors with an unfair advantage when competing for Council contracts and work.

Optional / Educational Services:

Does the Council offer any additional musculoskeletal education, wellbeing sessions, or webinars (e.g. back care, posture, or early intervention workshops)?

If yes, are these delivered internally or by the provider?

We maintain a schedule of wellbeing focussed communications with information about a range of topics including good physical and musculoskeletal health. This is provided by the Council. Our provider has facilitated webinars and been involved in conducting some site visits for staff to provide some wellbeing related checks and information for staff.

Contractual and Procurement Details:

When is the current contract due to expire or be retendered?

31/03/2026.

If available, please provide the procurement reference number or link to the most recent tender notice.

As above, this can be found on our [Contract Register](#).

Is there a planned tender for this service within the next 12 months?

No.