



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

Service Delivery Model

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

We deliver physiotherapy through an externally commissioned provider.

Current Provider Details:

2. 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).

People Asset Management (PAM) Ltd

2 years – 1st April 2024 until 31st March 2023

The option exists to extend at the end of year 2 for a further 12 months.

Referral and Triage Process:

3. How are employee referrals for physiotherapy triaged (e.g. direct line manager referral, occupational health, online form)?
4. Is triage completed internally or outsourced to the provider?
5. How many referrals in the last 12 months or last full year of MI?

Direct line manager referral – online

Outsourced to the provider

288

Digital Systems / Case Management Tools:

6. 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)?
7. If so, please specify the name of the system and whether it is operated by the provider or the Council.

Yes

OHIO online system for referrals – operated by the provider.

Session Delivery:

8. What proportion of physiotherapy sessions are delivered:
 - a. In person
 - b. Via secure video call
 - c. Via telephone consultation

They are all delivered in person.

Average Sessions Per Case:

9. On average, how many physiotherapy sessions are provided per employee (including assessment and follow-up appointments)? 5.117

Self-Managed vs Assisted Treatment Plans:

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

Performance and Reporting:

11. 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.)

The number of referrals and a break down by directorate.

Price and Costing:

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

PHIL referral: £25
Full day: £396.55

Appointment: £51.50

Optional / Educational Services:

13. 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?

These have been delivered internally by our Be Well team.

Contractual and Procurement Details:

14. When is the current contract due to expire or be retendered? The current contact will expire 31st March 2026.

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

16. Is there a planned tender for this service within the next 12 months? No