

# Physiotherapy consulting by video

Helping you get the most out of your video consultation with the NHS\*

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\*Co-designed with clinicians and people with lived experience

# Introduction

Video consulting can provide excellent care without you having to travel to a clinic.

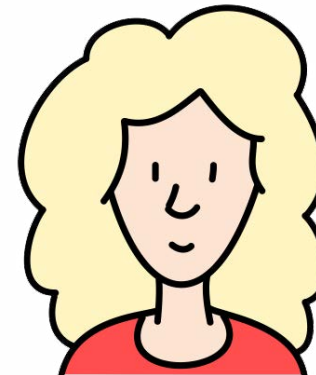
Before we discuss this option, we want you to think about what matters to you including:

- if your symptoms have changed significantly
- how confident you feel using video technology
- if you have or need extra help during your session
- if you have space and equipment to have your appointment at home
- how comfortable you feel talking to your physiotherapist over video

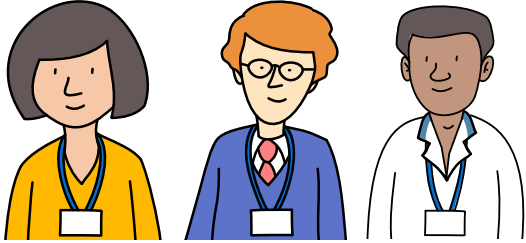
One size doesn't fit all, so by having a good conversation we can agree whether this is the right option for your condition and circumstances.

I was pleased that my physio could see what I could do – I found it reassuring.

It's helpful to be able to see the patient's home environment and how they move around at home.



# Why choose a video consultation?



We can provide high quality care and it can be easier to access specialists



Your appointment can be at a place that is convenient for you. This can save you time, money and reduces the stress of travelling

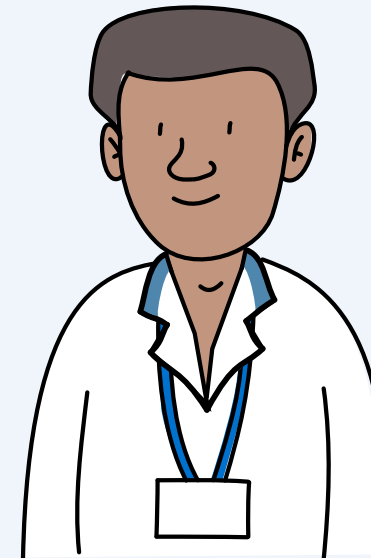


You can use your own exercise equipment and ask us how to use it

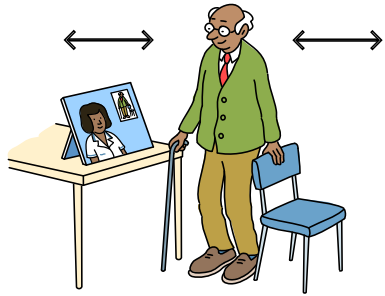


It can be helpful and reassuring to be able to see us when you don't meet us at the clinic

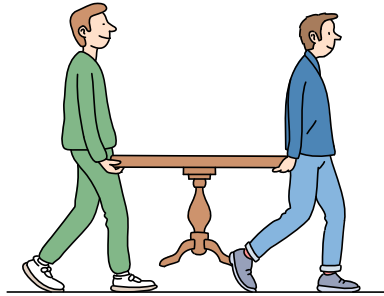
We will always discuss whether video works for you



# Doing a safety check



Check that you have enough space to do exercises and can move around safely



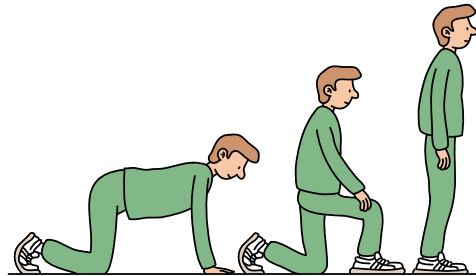
If you need to move furniture make sure you can do it safely or can get help



Check that you can move your smartphone, tablet or laptop around if needed



Make sure you are confident to carry out exercises or movements on your own

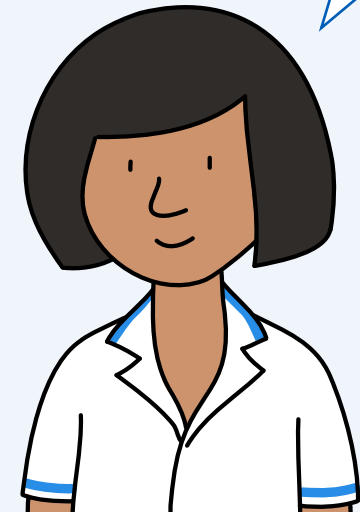


Make sure that, if needed, you can get back up from the floor during exercises



You can ask for help from a friend or family member to use the video or perform exercises

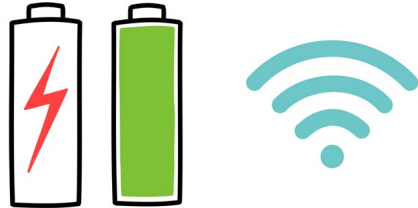
We may need to see how you move. In that case, we'll do a safety check.



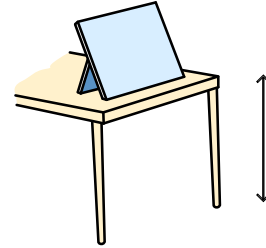
# Preparing for your video appointment



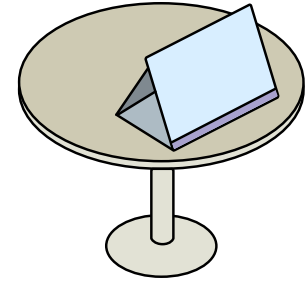
You will need a safe and quiet space for the appointment



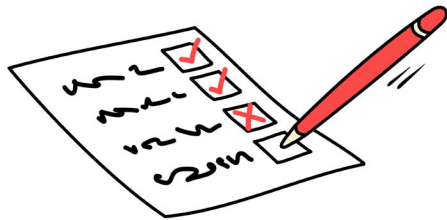
Check your device is fully charged or plugged in and has a good internet connection



Make sure your device is at the right height so you are comfortable during the consultation



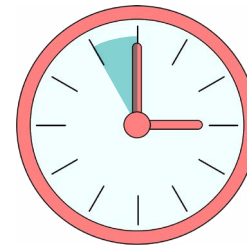
If you are using a phone or tablet prop it up securely rather than hold it, if possible



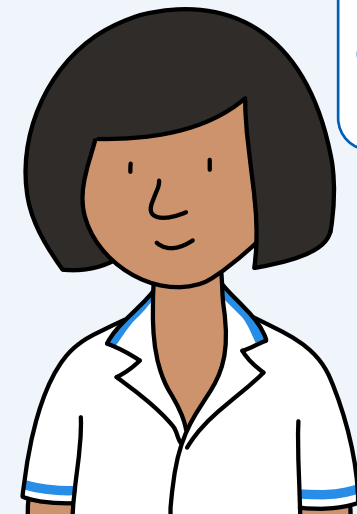
Have a pen and paper to make notes and write down your questions



Check that your technology works, for example, try making a test call to a friend

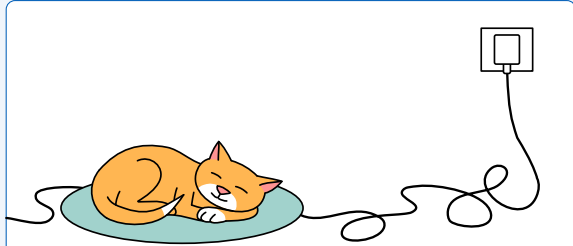


Join the call 5 minutes before your scheduled appointment time

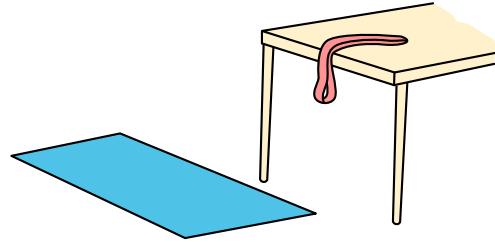


Tell us if you have technical issues. If we get disconnected, we'll phone you

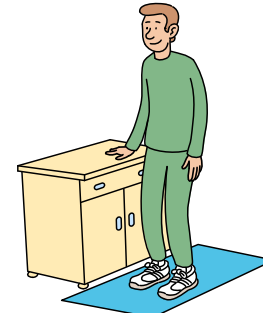
# Preparing for a physical examination



Clear sufficient space so you can move around safely and remove trip hazards such as cables, rugs or pets



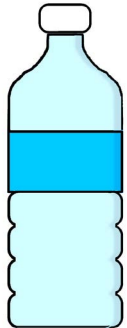
If you need exercise equipment or something soft to sit or lie on, have it set up and ready



If you need support you can use a stable chair, a low table or a wall

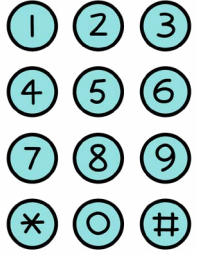


Wear loose and comfortable clothing so you can move around easily



Have some water or a drink prepared if you need it

# Starting your appointment



Confirm your phone number so the clinician can call you if the connection fails



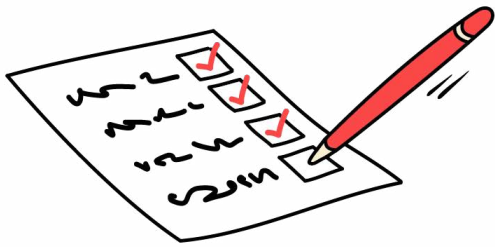
We will explain what we would like you to do



Tell us anything important about your condition and what you want to discuss

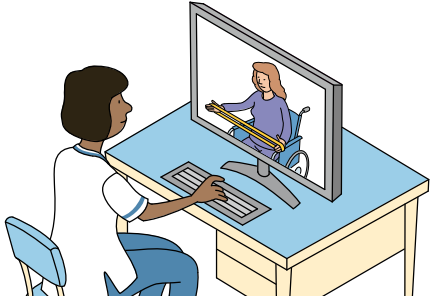


Ask us to repeat anything if video or audio is interrupted

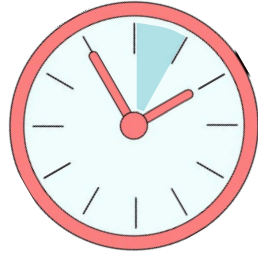


You are free to make notes during the consultation

# Examination and exercises



We will advise if you need to move to help us see you better



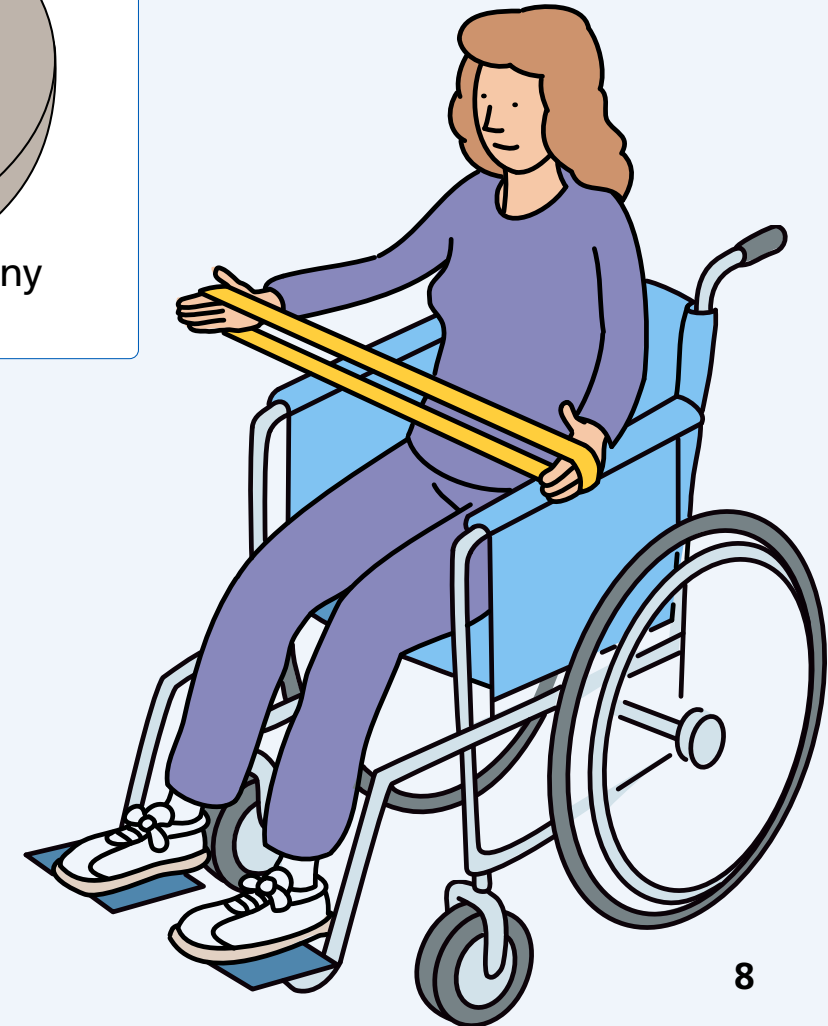
There will be breaks during the examination, and you can ask at any time if you need one



We will demonstrate any new exercises

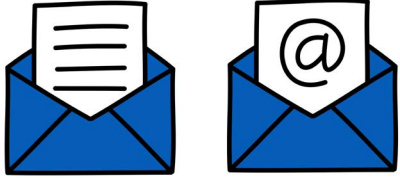
*Can you explain that again?*

Ask questions if you are uncomfortable or unsure about what to do or how to do it





# Ending your appointment



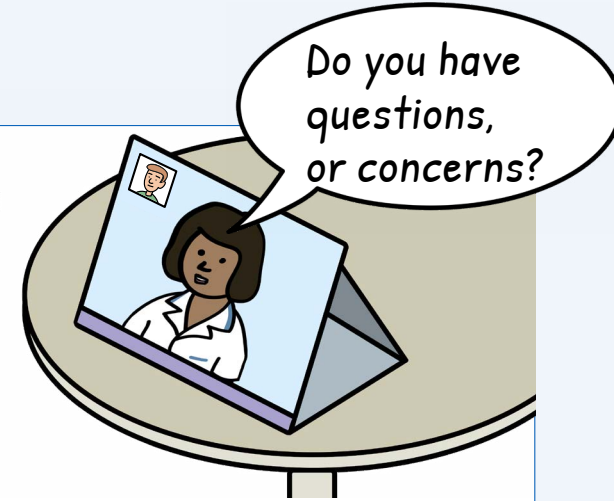
We will provide your personalised care plan. You can choose to receive it by post or email



Advise us if you'd like the next consultation by video, phone or in person



We will agree on a date for your next appointment if needed



Let us know if you have any questions or concerns

This resource has been co-designed with NHS clinicians and patients with lived experience of physiotherapy. It is available to anyone considering using video consulting as part of an NHS consultation. It is focused on physiotherapy but is relevant to other clinical settings.

The guidance has been developed as a collaboration between the University of Oxford, University College London Hospitals, the Royal National Orthopaedic Hospital and Design Science, with support from NHS England and NHS Improvement. Development was led by Dr Lucas M Seuren and Dr Sara Shaw at the University of Oxford. The project was funded through the National Institute for Health and Care Research through its Policy Research Programme.

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