Physiotherapy consulting by video

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

- Introduction
- Why choose a video consultation?
- Doing a safety check
- Preparing for your appointment
- Preparing for a physical examination
- Starting your appointment
- Examination and exercises
- Ending your appointment

*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

- 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.
- Join the call 5 minutes before your scheduled appointment time.
- Check that your technology works, for example, try making a test call to a friend.
- If you are using a phone or tablet, prop it up securely rather than hold it, if possible.
- Tell us if you have technical issues. If we get disconnected, we'll phone you.

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

You will need a safe and quiet space for the appointment.

Quiet please
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

1. Confirm your phone number so the clinician can call you if the connection fails.
2. Tell us anything important about your condition and what you want to discuss.
3. We will explain what we would like you to do.
4. Ask us to repeat anything if video or audio is interrupted.
5. 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.

Can you explain that again?

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

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

We will demonstrate any new exercises.
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.

Please feel free to reproduce the resource. You can also make small adaptations, e.g. add your organisation logo. All we ask is that you don’t change visuals or wording, and that you keep credits on any of the resources you use.