

Exploring knowledge mobilisation for musculoskeletal physiotherapy



Ideas from the latest co-design workshops and activity books

1. Evidence on demand

Votes: 15

This theme relates to the need to find, make sense of and use evidence and information more easily to inform physiotherapy practice.

Issue	Needs
Making evidence accessible Making communication of evidence clear Adapting to changing and varied needs	Clear, concise, visual and easy to find
	From varied sources to avoid echo chambers
	Credible
	Condition specific
	Support to share and contribute evidence at all levels/grades
	Time to gather and reflect on evidence
	Available within work hours (physio) – so can switch off after work
	24 hour access to info (patients)

Ideas

A one stop evidence shop/repository (online), which provides unbiased, reliable clinically relevant summaries and infographics that are regularly and automatically updated.

An App or portable pocket book of reliable up to date evidence summaries.

A telephone evidence hotline/amazon echo/Alexa.

Evidence summary templates ie. Article critical appraisal templates with relevance to clinical practice focus.

A designated person to find, summarise and present clinically relevant evidence eg; an MSK librarian, an MSK knowledge broker ie: a physio who's job or part of their job is to do this ie; designated protected time..

Building on existing resources such as the Sheffield aches and pains website, the STH website, in house training sessions/supervision (frequency, format, who is led by), 'tweet of week', journal clubs, better shared drive storage.

'Evidence in a box' which could include a number of different resources from the ideas above.

2. Information in different formats

Votes:9

This theme relates to the need for patients to receive all the information they need during the appointment so they can understand their problem and how to manage it. Any information should be available in a format that is suitable for them.

Issue	Need
Making communication of evidence clear Having confidence and capability to act Building relationships Adapting to changing and varied needs	Information on what is wrong , what the plan is, what to do and time to practice
	Good quality evidence informed information eg individualised exercises
	Clear concise, visual
	Specific

Ideas

A reliable and respected online patient information repository eg. An STH MSK therapy website or accessed via MyPathway when booking appointments. This would include exercise videos.

A library/catalogue of clear, concise evidence based leaflets that are injury/condition specific and include lifestyle factors, available online and in waiting rooms and clinical areas.

Step by step 'recipe' cards with photos/video links, pre-prepared and portioned, individualised info /infographics – eg recipes for success for each individual patient – list of ingredients eg exercises, equipment needed, time/ reps, ability to progress/regress, anticipated time scales.

An App to access exercises, diary/progress function, set reminders, have a chat function with your physio. That provides personalised information and exercises based on personal circumstances and preferences eg. Similar to 'thread.com'/'Stitchfix' online styling/clothes delivery services.

A virtual physiotherapy service that could include pre-recorded information and video's with a choice of options suitable for your personal circumstances as well as live chats, one to one or group sessions.

Touch screen information tablets in waiting areas/clinical rooms.

'Physio in a box' bespoke information delivered to your door, eg. An OA knee box with information leaflets, exercises, equipment such as theraband etc.

3. Pre appointment information

Votes:8

This themes relates to the information patients require prior to the physiotherapy appointment so they (and their physio) know what to expect.

Issue	Need
Setting/managing expectations Building relationships Adapting to changing and varied needs	Clear communication that removes uncertainty and provides information on what to expect and why questions are being asked
	To understand a patients expectations of the session

Ideas

Pre appointment information leaflet, video, telephone call or info/profiles on the physiotherapy department website.

To include what to expect from physio, how long the waiting list is, length of appointment, what to bring/wear. To make visible the invisible eg. 'your physio will be looking at your notes and xrays before they invite you in so you may not be seen exactly at your appointed time'...

Pre appointment online 'pick and mix' menu eg choice of location, location facilities, where to park etc, choice of physio ie physio profiles. That is patients can choose when, where, who, how long there appointment will be etc.

Pre appointment questionnaire/workbook. This could include details on what each patients main problem is, what they are expecting from physiotherapy, personal circumstances and preferences etc. For example a 'living' document such as a 'health passport' that can be accessed by all health professionals.

Use of existing resources to house/access this info/workbook /health passport eg. MyPathway

Ability to self refer

Track my referral/appt

Ability to opt in and out

Elements of the above could be included in the '**physio in a box**' concept.

4. Between the appointment

Votes: 8

This theme relates to patients requiring sufficient information and support to act on the advice they have been given between appointments.

Issue	Need
Having confidence and capability to act Making communication of evidence and information clear Building relationships Adapting to changing and varied needs	Good quality evidence informed information eg individualised exercise sheets
	Suitable follow up and support, encouragement and reminders
	24/7 access to info

Ideas

Links to theme 2 - information in different formats.

Apps, tracking devices with ability to communicate with physio, log and check progress– see ideas in theme 2.

Physio hotline/direct line/specialist physio out of hours contact with guaranteed reply/call back within 24/48hrs (phone, WhatsApp, email, avatar).

A personal exercise assistant eg could use physio assistants for more regular contact/checks, contact between appts via phone, video or could be a virtual online/app/avatar system that provides free, unlimited access to physio advice and exercise support.

A buddy system. Patients are linked with someone with a similar problem who has had a positive outcome.

More group support/exercise classes for peer support with people with similar problems.

A summary of each physio session given/sent to the patient at each appointment

Give patients the power/ability to change/choose their next steps, what to do. Ability to re-refer/opt in/out/pause /choose and book when next appt is.

Some of these elements could be incorporated into the '**physio in a box**' concept eg. a progress diary

5. The appointment

Votes:6

This theme relates to the physiotherapy appointment itself and the way and order it is carried out.

Issue	Need
Building relationships Managing expectations	Less talking more doing
Adapting to varied and changing needs Making communication of information clear Having confidence and capability to act	Trust and confidence building

Ideas

Change the script – incorporate touch and movement at the start whilst gathering other information ie more patient led.

Have templates to change flow of appt/streamline subjective/objective assessment.

Condition specific templates to use during appointment with links to guidelines/best practice plus links for patient information.

Health passport/national linked NHS computer system ie everything all in one place, someone/something to record the session and make concise, clear bullet points and visuals as output for pts, progress reports etc.

Classes for support and encouragement, condition specific so meet peers and can carry on together to self manage and support each other. Community based, free , led by physio or physio assistant (links with theme 4 - Between the appointment, theme 7- incentives and theme 8- Location).

Some of the above eg. templates could be incorporated into the '**evidence in a box**' concept.

6. Location

Votes: 8

This theme relates to where the appointment is carried out eg. hospital versus community setting, modern gym versus shabby room.

Issue	Need
Building relationships Setting/managing expectations Adapting to changing and varied needs	Suitable environment to engage

Ideas

Choice of locations/where to see your physio, including in your home.

Pop up physio clinics in community centres, shops etc

Free community based gym classes led by physio.

Better health care environments with health and wellbeing focus rather than illness and disability.

Shiny and modern environments that are better equipped. Eg. waiting areas with TVs, touch screen info, high tech gym equipment, brightly decorated rooms, rooms that mimic rooms in the home.

Cafés with healthy snacks and smoothies. More general health promotion and total health experience.

7. Incentives

Votes: 0

This theme relates to incentives for physios to keep up to date with the latest evidence and incentives for patients to carry out the advice they are given.

Issue	Needs
Making evidence accessible Adapting to varied and changing needs	Support to share and contribute evidence at all grades
	Time to gather and reflect on evidence

Ideas

Links with ideas from theme 4 Between the appointment – see buddy system, group classes, personal trainer as examples.

Discounts to patients eg; gym membership/free day passes to gym, discounted equipment, shopping/food vouchers if complete exercises/reach agreed targets.

League tables to add an element of competition eg . like 'duolingo'

Discounts/rewards to physios for going on courses (or reduced rates/free courses), accessing evidence that goes towards CPD certification/accreditation, career development.

Staff as shareholders. That is they have more influence on decisions, how things are run. 'Rebel against the rotas'.

8. Identity

Votes: 2

This relates to both the identity of the individual physio departments and also the NHS as a whole.

Issue	Need
Making evidence accessible Making communication of evidence clear Having confidence and capability to act	Good quality evidence informed information
	Uncertainty removed
	Credible, varied
	Support to share and contribute evidence at all levels

Ideas

One brand between all STH physio departments/teams

Not reinventing the wheel, that is benchmarking/comparing to and see what other trusts do/offer, bringing brands/depts together (locally and nationally).