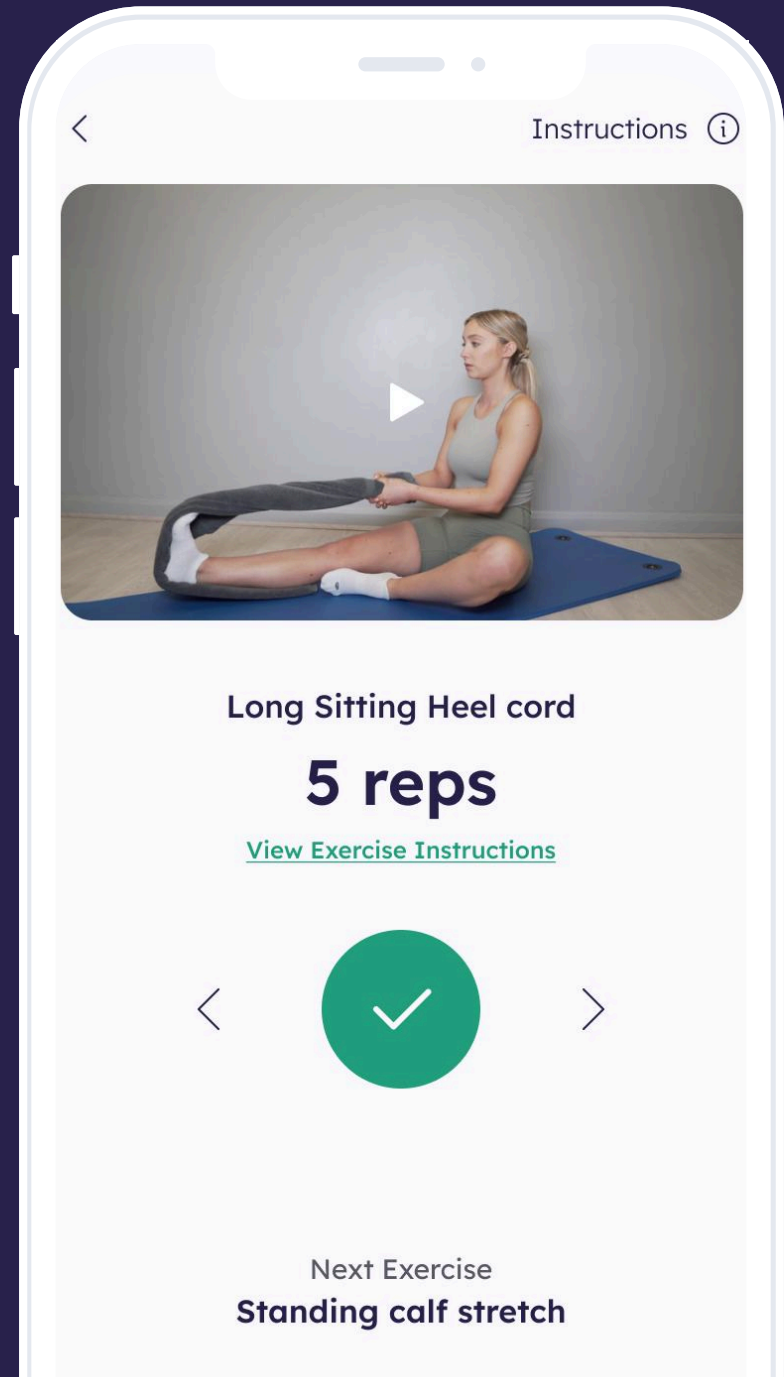


Patient Guide





What is ZoomPhysio?

ZoomPhysio is the fastest way to receive physio plans from NHS-trained professionals for musculoskeletal conditions without the wait. Access them anytime, from anywhere.

Patients can self-refer or be directed to ZoomPhysio by their GP, receiving access to tailored online treatments for a range of MSK conditions in under 48hrs.



What is a musculoskeletal condition (MSK)?

An injury or disorder of the muscles, nerves, tendons and joints.





Why use ZoomPhysio?

An audit of our services within UK Primary Care mapped the experiences of 1000 self referring patients

It concluded that;

- ZP provided rapid access to physiotherapy services (under 48hrs)
- High levels of motivation, self engagement and management across users
- The service can be used 24/7
- +70% of patients required no further treatment after using ZoomPhysio
- Significant time saving compared to traditional physiotherapy referrals



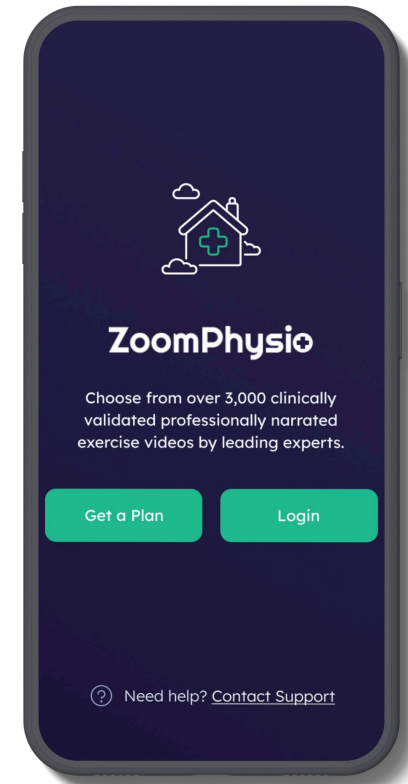
Step 1

How does it work



Patients can access free online physiotherapy treatment by visiting their GP practice's website, through the ZoomPhysio app or through the following link

www.zoomphysio.co.uk/nhs



Step 2

How does it work



Once you receive your plan, you will need to fill out some safety netting questions.

These questions help identify any potential risks or red flags that may require further attention or referral to another healthcare provider.

<

Medical Details

Do any of the following statements apply to YOUR condition?

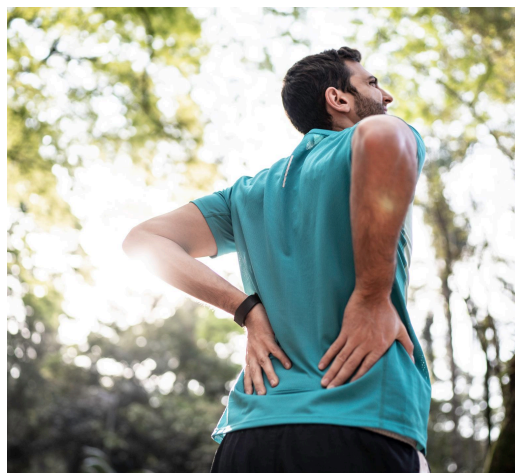
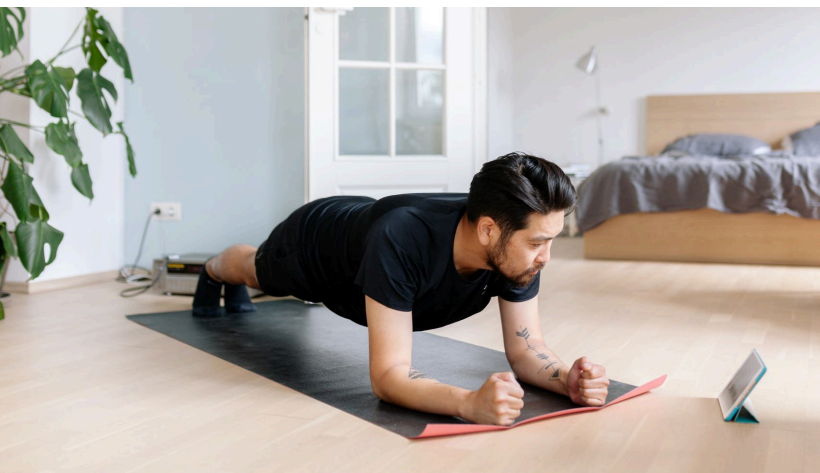
You have Back Pain OR Leg Pain WITH a recent change in normal bladder or bowel control or pelvic numbness or loss of genital sensation

You have Back Pain OR Leg Pain WITH a recent change in normal bladder or bowel control or pelvic numbness or loss of genital sensation

You have Neck Pain AND Arm pain travelling below the elbow, OR a loss of sensation BELOW the elbow

Your problem is a result of a fall or significant injury

You are feeling unwell at the moment



Step 3

How does it work

- ✔ Your plan will contain video resources and detailed instructions related to the recommended exercises.

You can access your plan and video tutorials anywhere, anytime. And you can contact our support team throughout your plan if you are experiencing any issues.



Contact Matrix

The contact matrix below contains details for both patients and GP's.
Please do not provide patients with contact information shown for GP's.



GENERAL ENQUIRIES



patients@zoomphysio.co.uk

Use this email to contact us
If you have a question related to an exercise within the plan. We may direct you to one of the clinical team of Physiotherapy Practitioners who work at your surgery.

TECHNICAL SUPPORT



support@zoomphysio.co.uk

If you are struggling to access ZoomPhysio or seem to have a technical difficulty, please contact our support team using the email above with details of your issue or concern

CLINICAL SUPPORT



Call your GP or 111

If after completing your online plan you have not experienced any benefit you can arrange an appointment with a member of the MSK Practitioner team at your surgery.

Please inform the reception team that you have completed a ZoomPhysio plan but still need to see a Practitioner.

For any urgent medical matters or if you are significantly concerned about symptoms you can also call 111.