

In association with



University of Brighton

QUALITY ASSURED PRACTITIONER



QUALITY ASSURED CLINIC



# PHYSIO FIRST'S QUALITY ASSURED PRACTITIONER AND QUALITY ASSURED CLINIC

– How will they help you?

For: Patients | Private physiotherapists | Commercial purchasers, insurers and commissioners

[physiofirst.org.uk/qap](http://physiofirst.org.uk/qap)



CHAMPIONING PRIVATE PHYSIOTHERAPY

# What is Quality Assured Practitioner and Quality Assured Clinic?

QUALITY  
ASSURED  
PRACTITIONER



QUALITY  
ASSURED  
CLINIC



**Quality Assured Practitioner (QAP) and Quality Assured Clinic (QAC) allow private physiotherapists and clinics to demonstrate the quality of their treatment.**

The ground-breaking schemes from the trade association for chartered physiotherapists in private practice, Physio First, in conjunction with the University of Brighton, are robust ways of measuring the quality of private physiotherapy practice. They use an online standardised data collection system, alongside validated patient reported outcomes.

## Why do we need a quality scheme for private physiotherapy?

There is a wide variation in clinical care and outcomes in private physiotherapy and until now, no common benchmarks of quality. Patients and the healthcare marketplace demand authenticity and proof, while private physiotherapists wish to demonstrate the effectiveness of their treatment. We are now able to demonstrate the quality of treatment through standardised data collection using the Physio First QAP and QAC schemes.



## What is a Quality Assured Practitioner?

A Physio First Quality Assured Practitioner (QAP) is a private physiotherapist who has demonstrated the quality of their treatment and patient outcomes. They are a member of Physio First who has input sufficient data through our Data for Impact collection tool. Their data meets the criteria defined by Physio First and the University of Brighton to become a QAP.



## What is a Quality Assured Clinic?

A Quality Assured Clinic (QAC) is a private physiotherapy practice that is achieving quality standards across the whole clinic. The Quality Assured Clinic's musculoskeletal (MSK) team are all Physio First members and are inputting sufficient patient outcome data using the Data for Impact (DfI) tool.

Both QACs and QAPs will have met the same baseline criteria defined by Physio First in collaboration with the University of Brighton and are collecting validated PROMs (Patient Recorded Outcome Measures).



“ OUR DATA SHOWS THAT THE SOONER YOU SEEK TREATMENT FROM A PHYSIO FIRST PRIVATE PHYSIOTHERAPY PRACTITIONER THE BETTER YOUR OUTCOME WILL BE. ”





For the patient:

**How can Quality Assured Practitioner and Quality Assured Clinic help you?**

## What is private physiotherapy?

**If you have been affected by injury, illness or disability you may have chosen to use a private physiotherapist. Private physiotherapy helps to restore movement, function and reduce pain.**

A private physiotherapist works independently of the NHS. They could be self-employed, or employed within a small clinic. They help you to maintain your health, manage pain and prevent injury. They are normally able to offer treatment without long waiting times.

## Why choose a Quality Assured Practitioner or Quality Assured Clinic for your treatment?

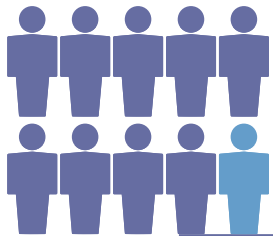
If you pay for private physiotherapy treatment yourself or via your health insurance, it is really important you find the right physiotherapist who can help your health recover in the most effective way.

The Quality Assured Practitioner (QAP) and Quality Assured Clinic (QAC) schemes help you to choose the right level of care for your treatment. They allow you to ensure the quality of your physiotherapy care, as QAPs and QACs are awarded the kite mark based on reported patient outcomes – the results they achieve for their patients.

The QAC scheme is supported by Bupa. They only recognise private physiotherapy practices which demonstrate that they are collecting quality information. If your private physiotherapy clinic is a QAC and registered with the Bupa network, Bupa will use the QAC accreditation as evidence of the quality of the practice.

# What are the benefits to you, the patient?

- You can be confident about your treatment prospects, choices and results.
- It will give you the confidence to select the right physiotherapist or clinic for you.
- You'll be able to purchase private musculoskeletal treatment based on evidence of quality.
- Your physiotherapist will have insight into the impact of treatment compared to patients with the same condition. This will allow them to benchmark your recovery against others and alter treatment accordingly if required.
- He/she will have evidence for the circumstances and behaviours which promote the best outcomes for your type of complaints.
- It enables you to have patient input around your own personal priorities and values, so you and your clinician become co-creators of your care.



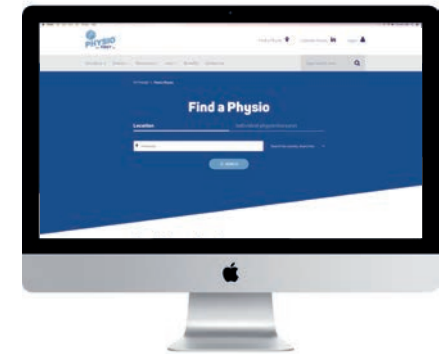
// **9** OUT OF **10** PATIENTS WHO SEE A PRIVATE PRACTITIONER ARE SEEN WITHIN ONE WEEK. //



# How do you find a QAP or QAC for your treatment?



Simply search for a private physiotherapist on [Find a Physio](#). Choose a physiotherapist who is displaying the QAP badge or a clinic with the QAC badge.



Or why not ask your physiotherapist if they are a QAP or QAC? Or look out for a physio in your area that is displaying their QAP or QAC badge on their website, signage or marketing materials.



If your physiotherapist is currently working towards achieving their QAP or QAC status, or is an existing QAP or QAC, they will ask you for your consent to record your patient data. Your personal details will all be anonymised.



**For private physiotherapists:**

**How could becoming a Quality Assured Practitioner or Quality Assured Clinic help you?**

**Gaining a Quality Assured Practitioner (QAP) or Quality Assured Clinic (QAC) status gives you, your patients and the public peace of mind. You can promote trust and confidence in your practice by communicating a level of quality assurance.**

QAP and QAC gives you a way to use standardised data collected within your practice to evidence your effectiveness as a private practitioner, helping you stand out in a crowded marketplace where the ability to demonstrate quality is becoming more important.

## Who is QAP available to?

The QAP scheme is available to full and affiliate members of Physio First who have submitted sufficient patient outcome data into the Data for Impact tool and have met the criteria to achieve the QAP mark.

## Who is QAC available to?

The QAC scheme is available to clinics where all MSK practitioners are Physio First members (full, affiliate or part-time subscribers). They are inputting sufficient patient outcome data using the Data for Impact tool and have met the criteria to achieve QAC status. If you are a sole practitioner QAP you are also eligible to be awarded QAC.

## How are QAPs and QACs awarded?

QAPs and QACs will have met the criteria defined by Physio First in collaboration with the University of Brighton and are collecting validated PROMs (Patient Recorded Outcome Measures). Successful QAPs have inputted a minimum of 50 discharged patient datasets in a period of 12 months. This equates to fewer than four new patients a week. They will have also met a minimum of three out of the five quality markers – goal achievement, outcome of referral, number of treatments, FPS (functional, physical and subjective) score, changes between initial and discharge appointments and the time between referral and commencement of treatment. This allows specialist or unusual clinics and practitioners to be included in assessment. Examples of diverse practices include those with complex caseloads, or long waiting times due to popularity.

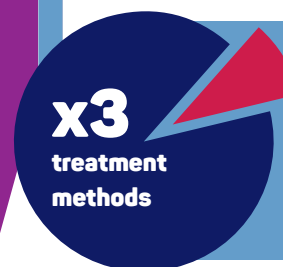
Successful QACs are clinics where all MSK practitioners are collecting data. Full-time clinicians will have input a minimum of 50 discharged patient datasets and part-time subscribers will have input a number of datasets in proportion to their declared hours of work.

# What are the benefits to private physiotherapists?

- Promote yourself and your MSK practice as quality assured.
- Bupa supports the Physio First QAC scheme. You will be exempt from submitting your data to Bupa if your clinic has received QAC accreditation. Bupa contracts with clinics rather than individual clinicians but remember that if you are a sole practitioner, you can apply for QAC status.
- Marketplace stakeholders (CSP, private medical insurers and commercial intermediaries) have all indicated that the marketplace is moving towards demanding validated measures of quality healthcare. Be first in line.
- If you are selected for a HCPC audit you can use your reports as evidence of CPD.
- Learn how to improve your patient outcomes through your individual reports.
- Be awarded contracts based on quality rather than just price and location.
- Understand your patient demographics so you can target your marketing.
- It costs nothing to take part, you just need to be a Physio First member or for QAC a part-time subscriber.
- Data collection is easy to use through our online Data for Impact tool.
- Data is independently analysed by the University of Brighton team.
- There is an opportunity to have your data measured 3 times per year.
- Benchmark your clinic's services nationally, promote clinical excellence and patient-centred care.

## How can you get involved?

- ▶ [Find out more](#) about our QAP and QAC benefits.
- ▶ [Find out more](#) about collecting your data and download our hints and tips leaflets and videos or contact [physiosurvey@brighton.ac.uk](mailto:physiosurvey@brighton.ac.uk)
- ▶ [Join Physio First](#)



Our data shows that of the **36,858** patients seen by a private physiotherapist, **90.5%** received **three or more treatment methods** to achieve their patient goals.



// WE'RE EXCITED ABOUT THE PHYSIO FIRST QAP AND QAC SCHEMES BECAUSE THEY OFFER PHYSIOTHERAPISTS THE OPPORTUNITY TO USE A VALIDATED NATIONAL OUTCOME COLLECTION TOOL. //

– Renewing your membership of the *Bupa Physiotherapy Network* leaflet



For commercial purchasers, insurers and commissioners:

Why do we need a quality scheme and how will it benefit you?



## Why do we need the Quality Assured Practitioner and Quality Assured Clinic schemes?

**Until now there have been no agreed cross-sector quality standards for outcomes in private musculoskeletal (MSK) physiotherapy. There is a wide variation in clinical practice and no way of benchmarking quality.**

Commercial purchasers and commissioners, including insurers want to demonstrate value and return on investment. This means a move away from price and location as the main factor to differentiate services. The marketplace wants to stop relying on vague assertions and instead use robust evidence-based criteria for selecting the right private physiotherapist.

The Physio First Quality Assured Practitioner (QAP) and Quality Assured Clinic (QAC) schemes allow clinicians and professional bodies to demonstrate the value of private MSK services, industry-wide.


Collecting data will inform everyone involved in the provision of MSK care about what does and doesn't create results for the patient. It provides an evidence-base for debate, questions and new insights. With enough data at a national level it will begin to provide evidence for models of care for certain conditions.

The schemes are supported by Bupa. Bupa only offer recognition to practices who can demonstrate that they are collecting quality information. They are excited about the Physio First QAP and QAC schemes because they offer physiotherapists the opportunity to use a validated national outcome collection tool. Where they ask for information as part of a routine audit they believe the Physio First QAC accreditation scheme offers practices an alternative option to submitting information to them, if requested, as part of a routine audit.



## What are the benefits to commercial purchasers, insurers and commissioners?

- Consistent measurable outcomes are used to evaluate quality and the effectiveness of providers, care pathways and treatment types.
- Incorporate quality as a factor in provider selection processes, giving higher priority to those either collecting quality data or at a later stage rewarding providers delivering better overall value.
- Represent the interests of customers and assure them of quality standards.
- Identify risks with providers.
- Ensure the appropriate range of interventions are being carried out.
- Forecast emerging trends and take action (on care, policy etc.).
- Business reporting about quality as well as cost.
- It will enable private physiotherapists, insurers, commissioners and their customers to evolve a common language around investment in quality rather than just price and location.

  
**77%**

of patients **exceed, fully**  
or **significantly achieve**  
their treatment **goals**

Natalie Beswetherick, Director of Practice  
& Development, CSP said:

// THE CSP SUPPORTS NATIONAL DATA COLLECTION ACTIVITY THAT FEEDS INTO IMPROVEMENT OF PATIENT CARE AND EXPERIENCE, AND RECOMMENDS THAT ALL PHYSIOTHERAPISTS WORK WITH LOCAL AND NATIONAL COMMISSIONING BODIES, SUCH AS INSURANCE PROVIDERS, TO ESTABLISH STANDARDS FOR QUALITY ASSURANCE ACTIVITIES. //



Where can you find more information?



## About Physio First

**Physio First is for championing evidence-based, cost-effective private physiotherapy with Physio First members in the changing healthcare marketplace.**

We are the trade association for chartered physiotherapists in private practice and a dynamic professional network of the Chartered Society of Physiotherapy. We have approximately 3,000 members across the whole of the United Kingdom.

▶ [physiofirst.org.uk](https://physiofirst.org.uk)

## About QAP and QAC

**QAP and QAC is a joint project between Physio First and University of Brighton, funded by PPEF.**

- ▶ If you are a private physiotherapist wishing to become a QAP or QAC you can find more information on the [Physio First website](#)
- ▶ If you are a patient wishing to find a QAP or QAC accredited private physiotherapist you can search our online directory, [Find a Physio](#)
- ▶ If you are a provider organisation, insurer or commissioner you can find more information on [our website](#)



Where can you find more information?



## Contact us

**Email us:**

 [minerva@physiofirst.org.uk](mailto:minerva@physiofirst.org.uk)

**Call us:**

 **01604 684960**

**Website:**

 [physiofirst.org.uk](http://physiofirst.org.uk)

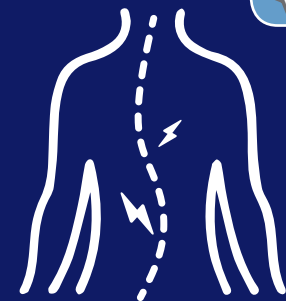
**Find us:**

 **Minerva House  
Tithe Barn Way  
Swan Valley  
Northampton  
Northants NN4 9BA**

**Follow us:**



“ OUR [DATA SHOWS](#) THAT YOU ARE NEVER TOO OLD TO BENEFIT FROM PRIVATE PHYSIOTHERAPY TREATMENT FOR JOINT AND MUSCLE PROBLEMS AND LOW BACK PAIN. ”





CHAMPIONING PRIVATE PHYSIOTHERAPY

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**University of Brighton**

**Funded by the  
Private Physiotherapy Educational Foundation**



HELPING PHYSIOTHERAPY MAKE A DIFFERENCE