



**MUSCULOSKELETAL
PARTNERS NETWORK.**
Your Business | Your Voice | Your Growth

A trade association committed to
**improving quality
and raising standards**
Through a collective voice
enabling private musculoskeletal
practices
to grow and thrive

www.mskpn.co.uk

January / February 2025 Outcomes

- 2023 - Present Day Data collection - using Cemplicity
 - Who are Cemplicity and What are we collecting?
 - Why are we doing this - HCPC standards of Proficiency- Standard 11
Assure the quality of your practice.....

11.2 gather and use feedback and information, including qualitative and quantitative data, to evaluate the response of service users to their care

11.4 participate in quality management, including quality control, quality assurance, clinical governance and the use of appropriate outcome measures

11.8 engage with healthcare technologies and health informatics to record, audit and evaluate decision-making, the delivery of care and its outcomes

- HQIP and National Audit - Keele University
- So, we have the data why continue? Today we're just considering f



MSKPN Data Collectors - questionnaire

	Cemplicity 30% automatic data collection	Manual gathering	Electronic data gathering	Not collecting
Number of organisations	7. (8)	20	0	
Number of clinics	30 (32)	4 (PASS) - 40% (pain)	0	
Number of physios	234 (255)		0	60% PASS, 4% pain
Data Collected	7,000 + In dept analysis Benchmarking			



What are we recording

- Patient recorded outcome measures (PROMS)
 - They assess the quality of care delivered to the patient from the patient perspective
- Patient Experience recorded outcome measures (PREMS)
 - They assess the experience of care delivered to the patient from the patient perspective
- NRS pain, PSFS, GROC, PASS, NPS (Net promotor score)





Steps We Take

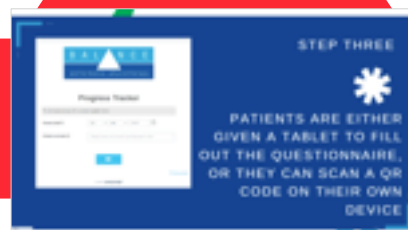
Step One



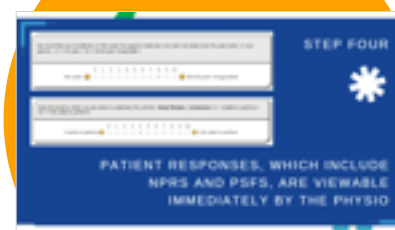
Step Two



Step Three



Step Four



Step Five



Greetings,

You have booked a visit that will require some information beforehand. Please take a moment to fill out your forms online by clicking the button below.

You will need to enter your last name exactly as it appears below to access the forms.

Smith

Please note, this link will expire shortly after the start time of your appointment. Please take a moment to fill them out now.

Fill Out Forms

Thank you,

Balance Performance Physiotherapy

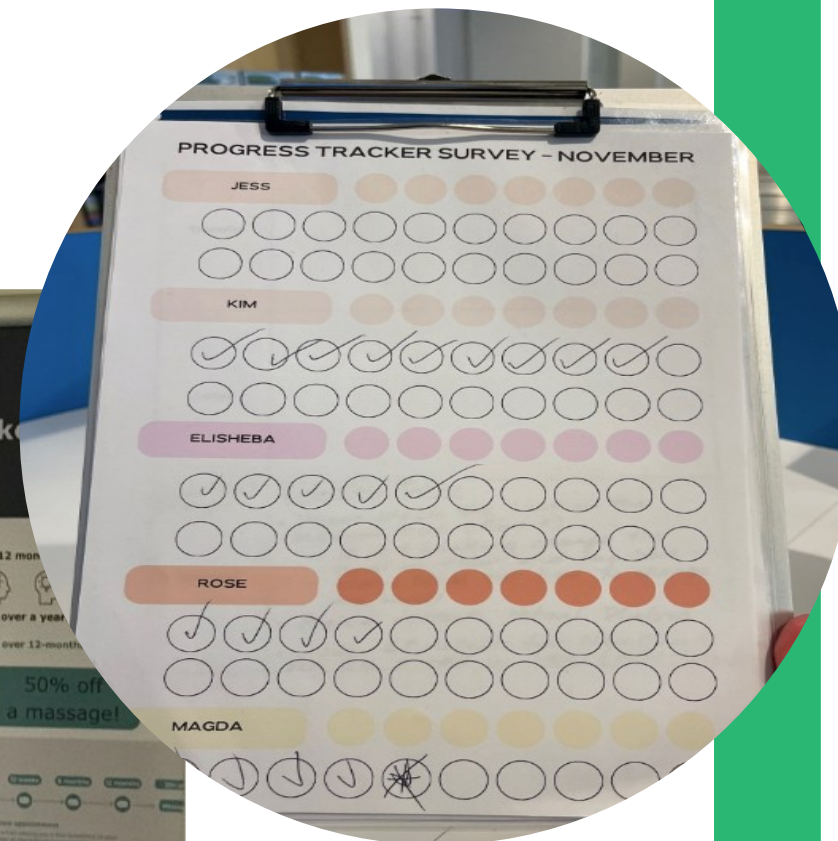
STEP ONE



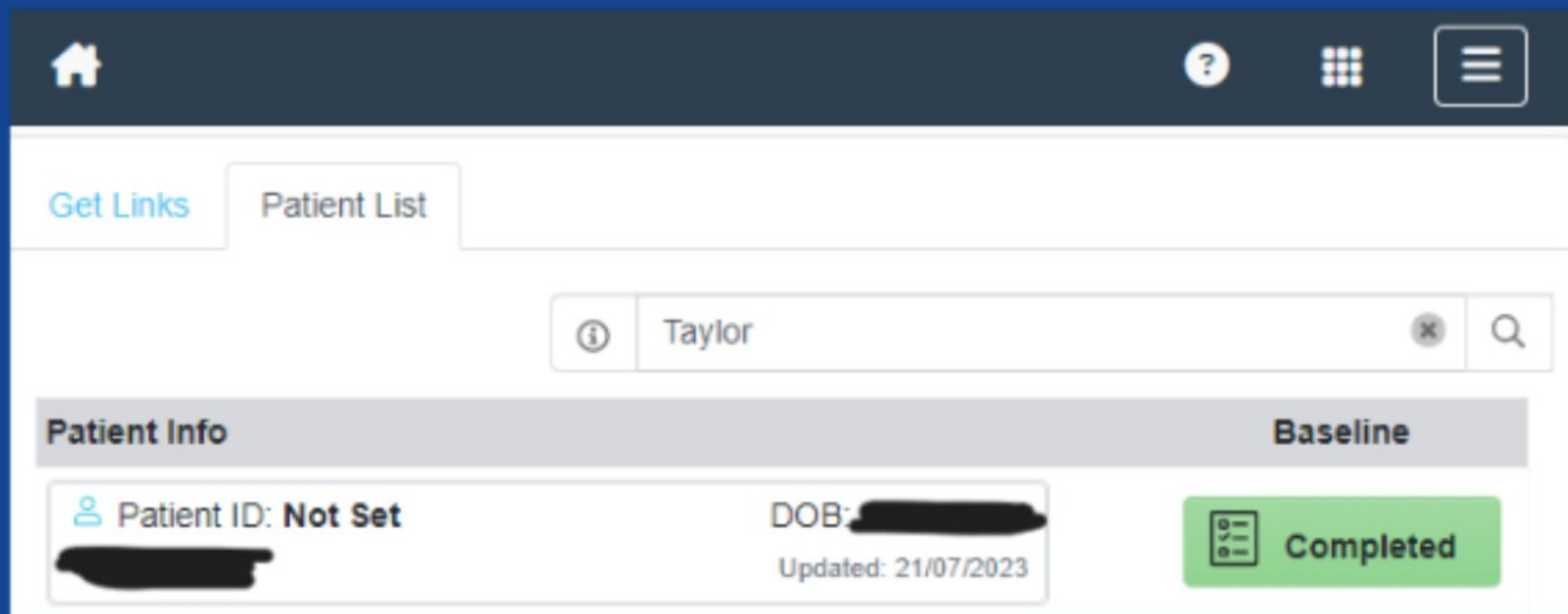
PATIENTS RECEIVE
AN AUTOMATED
EMAIL 48 HOURS
BEFORE THEIR VISIT



We can make you better



Dr Lucy Goldby



The screenshot displays a web application interface for patient management. At the top, there is a dark navigation bar with icons for home, help, and a menu. Below this, a light-colored header contains two tabs: 'Get Links' and 'Patient List'. A search bar is positioned below the tabs, containing the text 'Taylor' and a magnifying glass icon. The main content area is divided into two sections: 'Patient Info' and 'Baseline'. The 'Patient Info' section shows 'Patient ID: Not Set' and a redacted name. The 'Baseline' section shows 'DOB: [redacted]' and 'Updated: 21/07/2023'. A green button with a checklist icon and the text 'Completed' is located in the bottom right of the 'Baseline' section.

Get Links Patient List

Taylor

Patient Info Baseline

Patient ID: Not Set

DOB: [redacted]

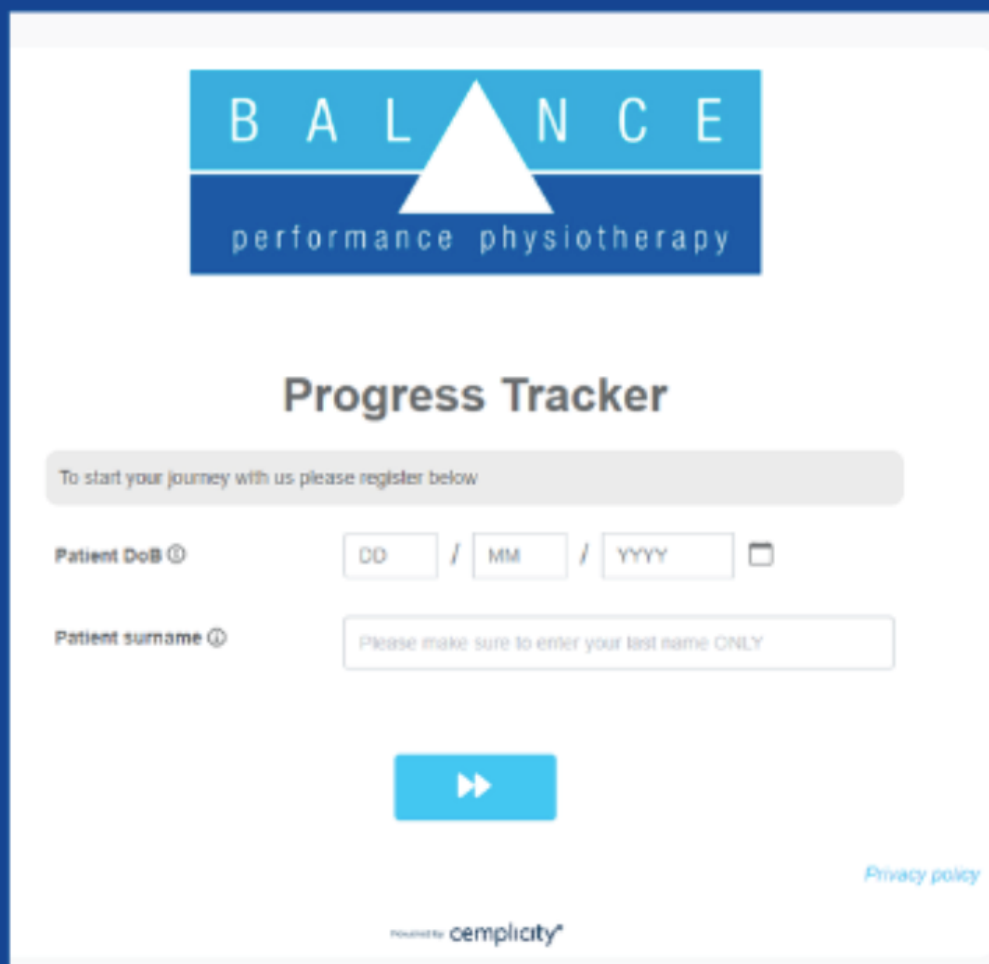
Updated: 21/07/2023

Completed

STEP TWO





ON ARRIVAL, THE FOH TEAM
CONFIRM IF THE PATIENT HAS
FILLED OUT THE SURVEY VIA
CEMPlicity's PORTAL





BALANCE
performance physiotherapy

Progress Tracker

To start your journey with us please register below

Patient DoB  / / 

Patient surname 



[Privacy policy](#)

powered by **cemplicity**

STEP THREE



PATIENTS ARE EITHER
GIVEN A TABLET TO FILL
OUT THE QUESTIONNAIRE,
OR THEY CAN SCAN A QR
CODE ON THEIR OWN
DEVICE

We would like you to indicate on this scale how good or bad your own pain has been over the past week, in your opinion. (0 = No pain / 10 = Worst pain imaginable)

0 1 2 3 4 5 6 7 8 9 10
No pain 😊 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☒ ☐ ☐ 😞 Worst pain imaginable

Rate the level to which you are able to undertake this activity: **Knee flexion / extension** (0 = Unable to perform / 10 = Fully able to perform)

0 1 2 3 4 5 6 7 8 9 10
Unable to perform 😞 ☐ ☐ ☐ ☐ ☒ ☐ ☐ ☐ ☐ ☐ ☐ 😊 Fully able to perform

STEP FOUR



PATIENT RESPONSES, WHICH INCLUDE
NPRS AND PSFS, ARE VIEWABLE
IMMEDIATELY BY THE PHYSIO



Dear [Patient Name],

We hope your treatment for your [Knee] is going well at [Balance Physio].
We are emailing for an update from you about your treatment progress and quality of life.

Can you please answer a few questions in our Progress Tracker to help us understand this. This may take around 2 minutes to complete.

Your answers will be reviewed by our team and will help us to improve our services for you and other cases like yours.

[#SurveyLink#]

STEP FIVE



SURVEY PROMPTS AT THE
6 WEEK, 12 WEEK, 6
MONTH AND 12 MONTH
MARK ARE GENERATED
AUTOMATICALLY BY
CEMPPLICITY

What are the costs?

- **Set up fee £500**
- **Monthly fee £450.00 - discounted rate for MSKPN**
- **Posters and Preparation £1800.00**
- **Monthly staff voucher £200.00**
 - **Benefits**
 - **Galvanised FoH staff**
- **Created Team Ambassadors**
- **Data - quality control**
- **Client Engagement metrics**



Twelve Months of data for PSFS (MSKPN)

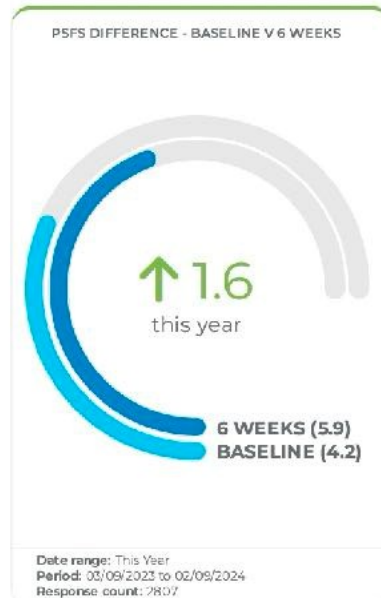
PSFS Report

User: Tomas Rathbone

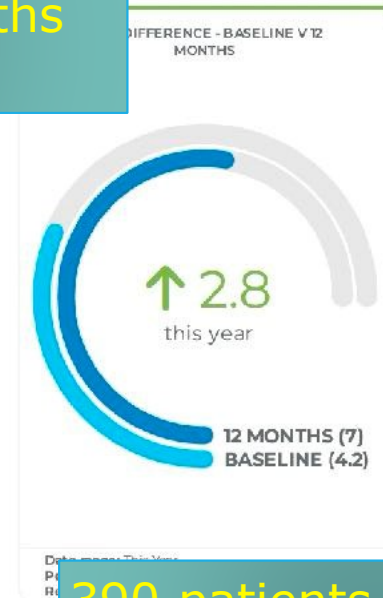
2,800 patients at six weeks into their physio



840 patient six months after starting physio



1,700 patients at three months into their physio



390 patients at one year follow-up remain positive

02/09/2024

mplicity°

1 / 4

Outcome at six weeks to three months

- A great service with continuous improvement and benefits
- My calf muscle feels normal again and I am able to run for the distance I want. I also feel I now know and understand how to improve my calf strength with the exercises given to me. (6 weeks)
- I've already recommended you!! You've got me on a positive path back to running and walking and have made me think twice about cortisone injections and surgery. Thank you! (6 weeks)
- There is an improvement that I can really feel (3 months)
- Now able to play golf and do gym work pain free. I have kept up the exercises which maintains flexibility. (6 weeks)
- Great Physio and seeing improvements already after a few weeks (6 weeks)

Functional Outcome at six to Twelve months

- My ankle / collapse arch has no pain and I am able to balance and operate as per normal (thank you). Furthermore, I am able to play football and run at the gym and the park with no complaints during or post activities. (12 months)
- Very happy with my treatment and now fully recovered.
- Physiotherapy is manifestly working and improving my use of my arm
- I see a lot of improvement and I have learnt how to exercise on my own in order to make my legs stronger
- X is brilliant and helped me to to recover from a long term injury.
- My knee feels much stronger and I am able to do 95% of what I did prior to my fall.
- A thoughtful and individual approach to my rehab to get me back to full fitness

Pain (NPRS) Outcome at six to twelve weeks

- On Average patients reported a 43% decrease in their level of pain after 12 weeks.
- (40% decrease after 6 weeks)

1,700 patients at three months into their physio

2,800 patients at six weeks into their physio



Respondents: 2887



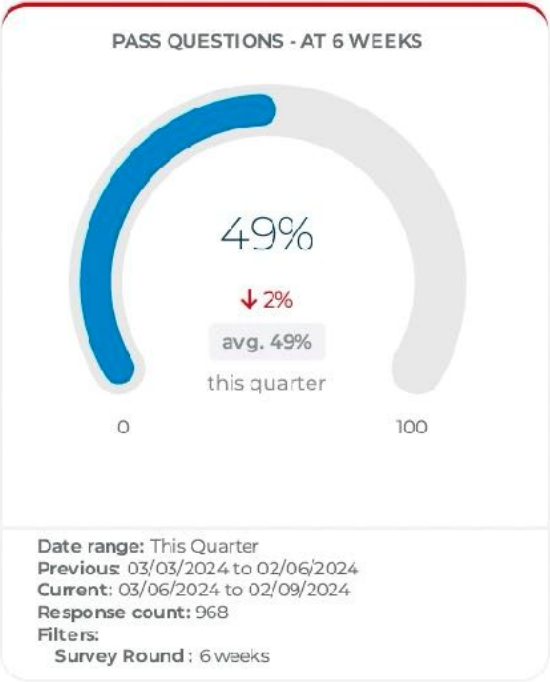
Respondents: 1753

Pain

- Clinician saw me on short notice, diagnosed the issue and made huge difference to my pain levels in just one visit. I was visiting from out of town and he made me able to attend the event I had travelled down for. Continued excellent care all round!
- I am in less pain and I am improving my overall mobility. Very professional service
- I could not have asked for better rehab post a very big surgery
- Excellent clinicians with a genuinely patient centric approach. Professional and exemplary service from both clinicians I have seen, clearly highly experienced and skilled. Thank you

PASS Report

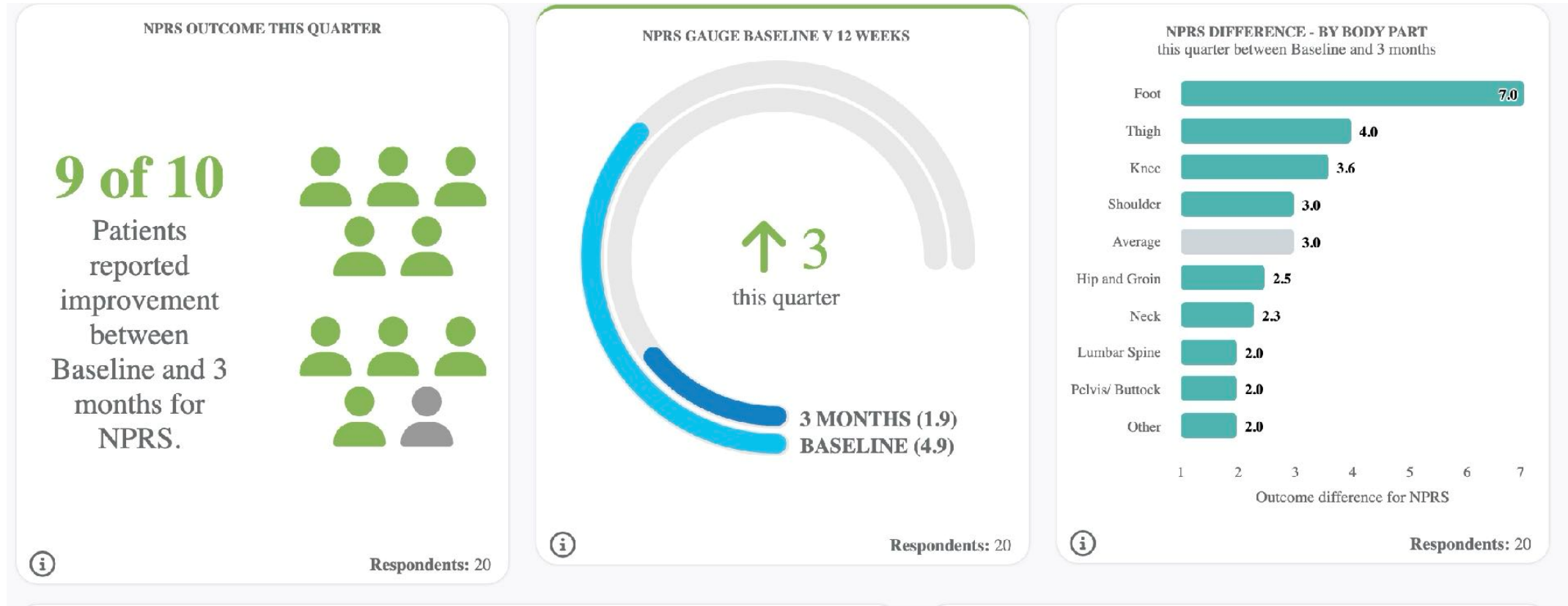
User: Tomas Rathbone



Facilities and Environment

- Really nice facility with world class care
- Excellent physiotherapists, facilities and tech to support their job.
- Good physio, good facilities. Affordable
- Clean facilities. Friendly staff. Excellent physios/consultants/podiatrists.

Balance Performance Physiotherapy



Balance Performance Physiotherapy



Outcomes Overview (By Quarter)

Print

Site Name

Organisation Name: Balance Physiotherapy

Dashboard

Outcomes Overview (By Quarter)

Outcomes Overview (By Year)

Yearly Outcomes Overview - By Clinician

Likelihood To Recommend / NPS

PSFS Report

NPRS Report

GRoC Report

PASS Report

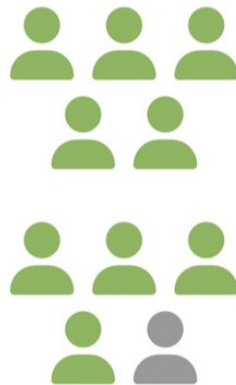
Respondent Breakdown

Baseline Scores (New)

PSFS OUTCOME THIS QUARTER (MCID OF 2 OR ABOVE)

9 of 10

Patients reported improvement between Baseline and 3 months for PSFS Average.



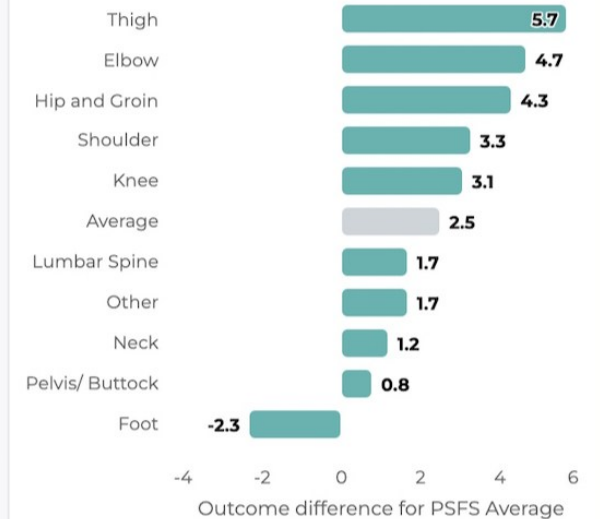
Respondents: 24

PSFS GUAGE BASELINE V 12 WEEKS



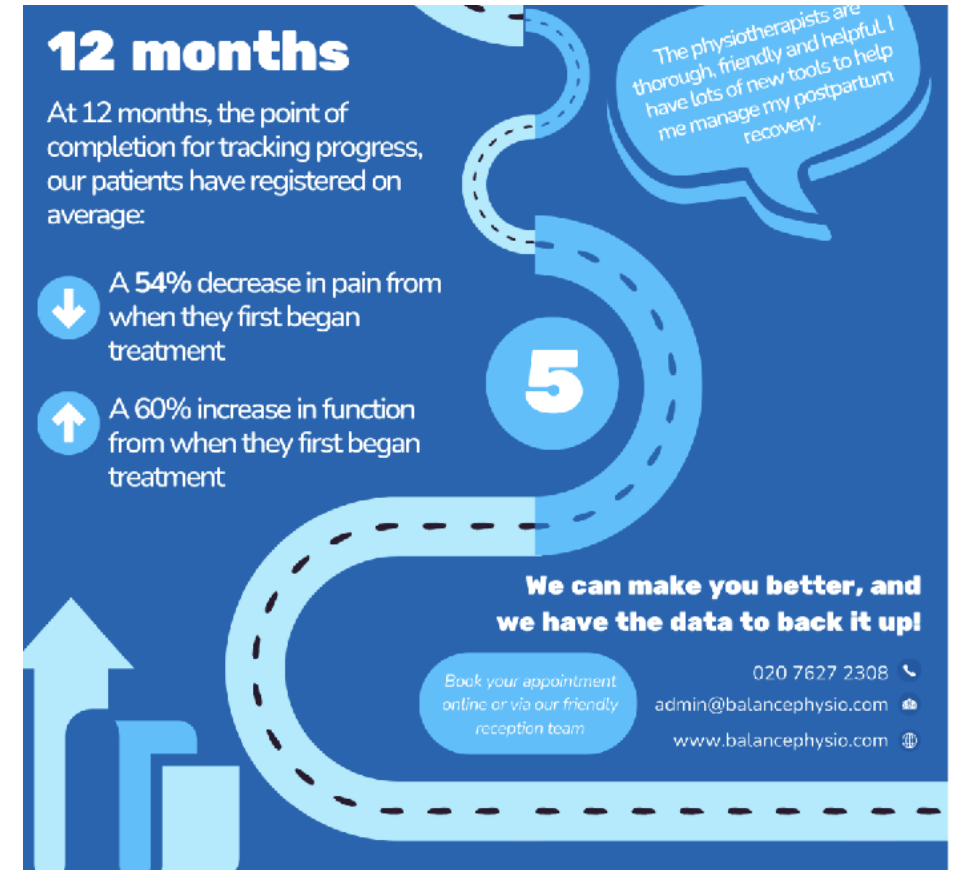
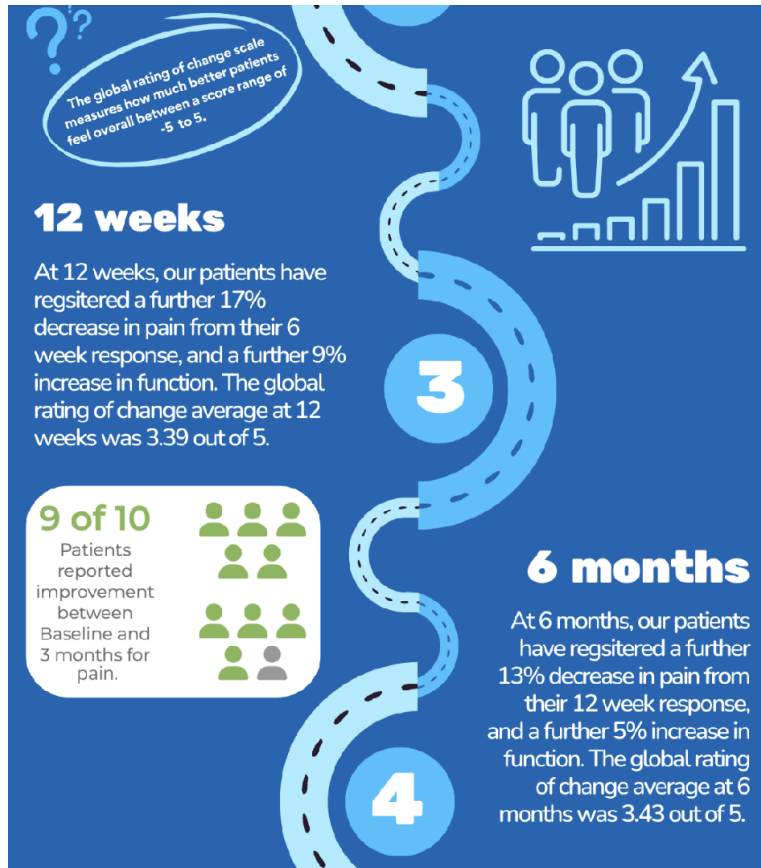
Respondents: 24

PSFS DIFFERENCE - BY BODY PART this quarter between Baseline and 3 months



Respondents: 24

Twelve months of the patient journey





Results so far

- **HCPC**
- **Galvanised Team.....**
- **Data under continual analysis**
- **Assure Quality**
 - **Clinician - individual and**
 - **Influence education**
- **Alert System - commercial ongoing benefit**



Alert System -

- **If the patient regresses.....**
- **E-mail drops into in-box**
- **Patients tick if they wish to be contacted**
- **Communicate and decide ongoing management**

This is where the cost benefit commercial money is.....



Alert System - Action Register

- **1 Patient verifies low score**
- **2 Another problem intervened**
- **3 Patient verifies data input error**
- **4 Patient referred on**
- **5 Patient booked back in for review**
- **6 Patient stopped treatment with us**
- **7 Patient not responded to contact**

Where are we now? Future, commercial Viability of Cemplicity

Table to assess the commercial viability of Cemplicity

Number of Alerts	2023 N = 57 alerts	Rebooked?	2024 N = 140 alerts	Commercial Value
No 1 verifies low score	5	Still on Rx	12	
No 2 another problem	24	N = 16 140 sessions, £10,000.00	26	N = 20, £14k + (range 1 - 22)
No 3. Verifies incorrect data	16		40	
No 4 patient referred on	-		16	
No 5 book back in for review	-		14	21 sessions. £2100.
No 6 patient stopped treatment with us	-		10	Moved, PMI funding stopped.....
No 7. No response / unable to contact patient...	11		24	
Total	57		140	
BUPA PROM Dispute			21 sessions	£1100.00
Commercial benefit Costs, £200 staff benefit, Cemplicity fee, arrangement fee, posters etc	Cost 5/12 £5,500	£10,000	Cost 12/12 £6,800	Income. £17,100.00



Continue with Complicity

- Increases revenue
- Galvanise the staff
- Comply with HCPC standards
- Ongoing Data Analysis
- BPP - Outcomes on Web site.....
- CEO of the CSP
 - “So this is what good looks like.....

