

**TRUST BOARD**

**and**

Title:	<b>South Asian Females (SAF) Functional Rehabilitation Classes</b>
Action:	<b>FOR DISCUSSION</b>
Meeting:	<b>15 January 2020</b>

**Purpose:**

The purpose of bringing patient stories to Board members is:

- To set a patient-focused context for the meeting.
- For Board members to understand the impact of the lived experience for the patient, family and friends.
- For Board members to reflect on what this experience reveals about our staff, morale and organisational culture, quality of care and the context in which our clinicians work.
- To review and recognise any shared learning and recommendations relevant to this story.

**Recommendation:**

To receive the patient story and note the context from which it was generated.

	Name	Title
Author:	Lisa Wright	Patient Experience Manager
Executive sponsor:	Julia Curtis	Chief Nurse

## Trust Objectives

Objective	How the report supports achievement of the Trust objectives:
Provide outstanding care	This paper demonstrates where our team has provided outstanding care in terms of offering a pilot functional rehabilitation classes for female Hindi, Urdu and Punjabi speaking service users. This service improvement at DynamicHealth Peterborough has had positive feedback and impact for a number of service users.
Collaborate with other organisations	This paper demonstrates collaboration with the Peterborough Public Health Team “Healthy Peterborough”.
Be an excellent employer	Not coverer in this paper.
Be a sustainable organisation	Not covered in this paper.

**Trust risk register:** N/A

**Legal and Regulatory requirements:** N/A

**Equality and Diversity implications:**

Objective	How the report supports achievement of objectives:							
Achieve an improvement in the percentage of service users who report that they are able to access the Trust services that they require	The aim of the project is to support additional access to our extended services; this pilot was to introduce these extended services.							
To introduce people participation in our diversity and inclusion initiatives to capture the experience of hard to reach/seldom heard/varied community groups.	This paper demonstrates where our services have provided functional rehabilitation classes for female Hindi, Urdu and Punjabi speakers, to aid exercise and reduce isolation within this group. We have received positive feedback from the service users and stakeholders involved.							
Introduce Disability Passport Scheme to record agreed reasonable adjustments.	Not referenced in this report.							
To utilise the diverse experience and backgrounds of our Trust Board members in promoting an inclusive culture.	Not referenced in this report.							
Are any of the following protected characteristics impacted by items covered in the paper – yes								
Age	Disability	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## **1. Introduction**

- 1.1. This patient story looks at the positive impact of a service improvement change being piloted by DynamicHealth Peterborough and some of the patient experiences from women who have participated. The pilot introduced South Asian Female (SAF) Functional Rehabilitation Classes, and a collaboration with Healthy Peterborough, the City's Health and Wellbeing service which is commissioned by Public Health.
- 1.2. To help illustrate this report, a group of service users who attended the last cohort of these new group sessions has been invited to attend the Trust Board meeting to share their experiences.

## **2. Background to the Service Pilot**

- 2.1. DynamicHealth delivers musculoskeletal Physiotherapy and Specialist services and Pelvic Health across Cambridgeshire and Peterborough. Physiotherapy services provide care via pathways such as the Physio Advice Line, face to face sessions, education classes and a number of group-based rehabilitation exercise classes.
- 2.2. The Peterborough DynamicHealth service serves an ethnically diverse population and the team continues to see an increase in demand for translation services via telephone within clinical appointments. This can present problems such as technical and quality issues with the telephone line, the need for longer clinical appointments, and possible reduction in patient satisfaction as much of the patient experience can become lost in translation. The service leads report that anecdotally, they feel that patients with chronic musculoskeletal symptoms are often unable to get their desired outcomes and have lower follow-up rates, as well as increased non-attendance for booked appointments. They feel this is likely due to the communication barriers and hesitancy of expression when interacting with Health Care Professionals from different backgrounds.
- 2.3. The South Asian population in Peterborough is the second largest ethnic group. The DynamicHealth team has noticed that this particular group of service users often have cultural and language barriers to accessing and understanding physiotherapy services and a lack of local community groups for Asian females.
- 2.4. The pilot classes were targeted at female patients only as the service recognised that most of the female patients from South Asian backgrounds often requested female therapists and some (not all) were uncomfortable in the presence of other genders due to cultural differences. At the time of the appointment, some patients requested to see a female physiotherapist which can be difficult to arrange at such short notice.
- 2.5. Initial work to develop and implement the pilot began in April 2019. The first pilot cohort was held on 9 September 2019 and the last session on 18 November 2019. In total, three cohorts were run in this period.

## **3. The Patient's Journey – Referral Pathway**

- 3.1. The service reviewed which patients would benefit and the female patients in the triage list to be signposted to this group included those with hip, knee, low back pain, other lower lumbar conditions, neck, shoulder and upper limb conditions that also required Urdu/Hindi/Punjabi translation as part of their treatment.
- 3.2. These patients were sent a letter offering a one to one appointment with a female physiotherapist who was able to speak the required language. During this appointment, suitability for the group class was assessed and, where appropriate, patient outcome measures were completed alongside a validated screening tool which was translated into Urdu and Hindi.

## 4. The Classes

4.1 Each cohort consisted of five classes which were 90 minutes each and included:

- helping patients improve their self-efficacy such as advice on pacing activities at home
- warm-ups/functional exercises
- time for individualised care plans, supporting patients to incorporate exercise into their activities of daily living
- collective relaxation/mindfulness/cool down

4.2 The classes aimed to:

- nurture a high level of motivation in patients who attended
- create an environment where patients shared their experiences
- cover a large population of South Asian people by delivering in three languages
- deliver the sessions in languages that aided better understanding and gave greater reassurance to patients
- improve communication between therapist and patients by negotiating the language barrier
- create self-awareness, increase self-efficacy, and improve emotional intelligence
- improve the patients' outcomes by providing education and treatment in a format that is understood
- reduce chronicity of Musculoskeletal conditions
- prevent recurrent referrals back into the service
- improve patient's activities of daily life and work on realistic functional goals.

4.3 The fifth class (final session) of each cohort is delivered in collaboration with Healthy Peterborough, the City's Health and Wellbeing service, commissioned by Public Health. The session is conducted by a Healthy Peterborough Wellness Coach and consists of 45 minutes of education on dietary sugar and fat along with 15 minutes of exercise. In addition, this session invites service users to sign up to the ongoing community based exercise programme "Shape Up 4 Life" which encourages service users to continue to stay active. The 12 week continuation programme offered by this community-based organisation, delivered in Hindi and Urdu languages, means service users are able to maintain and improve further the skills they have learned during their period of care with DynamicHealth.

## 5. Patient's Voice

5.1 Four of the patients who have attended the third cohort of these classes will be in attendance at the Board. They will be supported by Tanisha Saboo, Senior Musculoskeletal Physiotherapist. Tanisha will also offer translation support to these patients sharing their stories. Raj Thirunageswaram, Peterborough & Wisbech Operational Team Lead will also be in attendance.

5.2 These patients have also had their feedback filmed and translated for future use across the service and, as part of our co-production work with the service, the film will also be shown at the next People Participation Committee.

## 6. How the service is using these experiences and feedback for quality improvement

6.1 The video feedback from the third patient cohort will be shared across all DynamicHealth teams for review within team meetings. The video link will also be shared via the service-wide newsletter "Dynamic Download". The aim is to encourage other Physiotherapy localities to consider local population needs and any barriers that might be present.

6.2 The Peterborough DynamicHealth team plans to continue to run cohorts until summer 2020 to gather sufficient outcome measures data to inform further learning from the project, and consider next steps.

- 6.3 The Physiotherapist who leads the SAF classes is currently scoping the possibility of writing up the project as a paper and/or poster presentation for the Chartered Society of Physiotherapists (CSP) Frontline physiotherapy magazine (distributed to professionals across the UK) and to present at the CSP conference in future. Support will be sought from the Trust's Research Team.
- 6.4 The service is reviewing how it can improve the type of data being captured on their clinical systems as much of the evidence from this pilot came from anecdotal knowledge from clinicians working within the service. The service will seek support from the Clinical Systems Team.

## **7. Learning Points from this story for the Wider Trust Services**

- 7.1 We should continue to develop our understanding of local population's needs and therefore seek to understand the barriers that potential patients could be facing in accessing care within our services. Where services are dealing with the long-term management of chronic conditions, we should continue to look at quality improvement of our service to make sure they are continuing to meet the needs of the local population.
- 7.2 In considering the local population's needs, we should embrace co-design approaches through collaborative working with local organisations. In this instance, this joint approach with Healthy Peterborough supported people to continue with self-management of their condition and also supported them to continue to make healthy lifestyle choices once they have been discharged from the physiotherapy service. By seeking out our local networks, and not working alone, we can continue to develop our co-production approach and we can help to bridge gaps for our patients.

### **Lead Author**

Lisa Wright – Patient Experience Manager

### **Content and story provided by**

Sarah Kilby – Co-Production Lead

Tanisha Saboo – Senior Musculoskeletal Physiotherapist

Raj Thirunageswaram – MSK Physiotherapist and Operational Team Lead