

# Online Physiotherapy Service



**Fast access when you need it** You and your immediate family (aged 16 and over) can have access to a qualified physiotherapist without the need for a GP referral. Immediate family includes spouse, partner, registered civil partner and children aged 16 to 21 in full time education and living in the same household. Appointments are available within two working days and can be conducted by telephone or video – whichever suits you best. Each session lasts for up to 15 minutes and this service is available from 8am to 8pm, Monday to Friday, excluding bank holidays. This service is provided by Spectrum.life.

## Personalised Care

After your appointment, your physiotherapist will provide you with self-managed exercises tailored to your recovery. Your personalised treatment plan will be sent to you via a link in an email within 24 hours of your consultation. If needed, the physiotherapist can also refer you to a specialist consultant.

## Booking an appointment

The first time you make an appointment, you'll need to provide some details about yourself and answer a short health questionnaire. You'll also need to upload a form of photo ID. This can be a valid passport, driving licence, National ID Card or a photo of your birth certificate. Once you've entered these details, you'll be asked "What's the reason you're booking today?". Select the "Muscle, bones or joints" option and you'll see a list of available physiotherapists.

## Immediate family appointments

Your immediate family aged 16 or above can also use this service and will need to set up their own account. They can download the Spectrum.life app and register with their own email and your employer's organisation code. They will then need to create a password and their account will be set up.

## Alternative formats

If you would like this translated or have a copy in an alternative format such as large print, braille or audio please [email us](#) or call us on **0345 026 0094**. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary. BH4301 09/25

