

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 via telephone or video – whichever suits you best. Each session lasts for up to 30 minutes and this service is available from 8am to 8pm, Monday to Friday, excluding bank holidays.

Personalised Care

After your appointment, your physiotherapist will provide you with self-managed exercises and access to digital resources tailored to your recovery. Your personalised treatment plan will be sent to you via a link in an email immediately after your consultation. If needed, the physiotherapist can also refer you to a specialist consultant. This service is provided by Spectrum.life.

Booking an appointment

The first time you book an appointment, you'll be asked for some details such as your contact information, GP name, notable medical conditions, allergies, and a photo ID. Acceptable photo forms of ID are your passport or your driving licence or a National ID card. This information is only entered once and can be updated anytime. Once you've entered your details, you'll be asked "What's the reason you're booking today". Select the "muscle, bones or joints" option and you'll have a list of physiotherapists to choose from.

Immediate family appointments

Any 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. The first time they make an appointment, they will need to complete the requested details as described in the "Booking an appointment" section and upload photo ID.

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 06/25

