

## Supporting Your Health

IPRS Health is an award-winning private clinical company that was established in 1995. IPRS Health is today regarded as one of the UK's leading providers of health and wellbeing services, specialising in the assessment, treatment and prevention of musculoskeletal and mental health conditions along with the provision of general wellbeing solutions.

IPRS Health deliver these services to a broad range of clients across multiple sectors and industries.

Working directly with key stakeholders within HR, Occupational Health, Health & Safety and claims mitigation, we have vast experience of supporting our clients.



In our last client engagement survey, the words **"Clinically Appropriate"**, **"Quality"**, **"Flexible"** and **"Innovative"** were observed repeatedly throughout. We pride ourselves on the ability to provide flexible client led solutions. All our services are bespoke and can be designed with your industry and risks in mind.

# 96%

of our clients said they were **'satisfied'** or **'extremely satisfied'** with our services



89% rated IPRS Health as **'Excellent'**

The remaining 11% rated us as good or very good

# 75%

of our clients have trusted us to provide them with our services for over 5 years

We are proud to share with you our accreditations and awards from the last 7-years:



IPRS Health are proud to be market leaders in implementing innovative technology into our solutions to improve patient care along with providing value add services to our corporate clients.

my*iprshealth*.com

myIPRSHealth.com is a self-help website designed to provide users with advice to help them manage musculoskeletal and mental health conditions along with general wellbeing advice. The website contains articles, videos, podcasts and downloads and signposts users onwards to useful apps and services.

Access to the website is free for all IPRS Health clients but can be customised with your companies branding, content and further useful features at an additional cost.



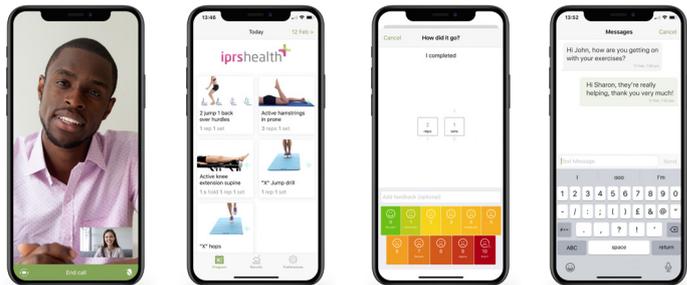
*iprshealth*managementinformation

We provide our clients with in-depth referral outcome analysis including patient pain and wellbeing scores, patient specific functional scores, overall percentage of improvement, absence days saved and Net Promoter Scores (NPS). Our wealth of experience enables data to be benchmarked against clients in specific sectors and national averages to identify how treatment is working compared to others. Ultimately providing an innovative approach to data analysis and ROI.

*iprshealth* app

Our treatment is supported by our award-winning app. Patients have access to over 2000 HD exercise videos, tailored to their individual condition and can contact their case manager through Instant Messaging.

Virtual treatment sessions are also carried out through our app to provide our patients with unrivalled flexibility in how they're treated.



### National Multi-Disciplinary Clinical Network

IPRS Health are able to deliver our clinical services nationally across the UK and Northern Ireland using a mix of employed clinical staff along with our large managed network of treatment clinics across the UK consisting of Musculoskeletal and Mental Health practitioners alongside our hospital network.



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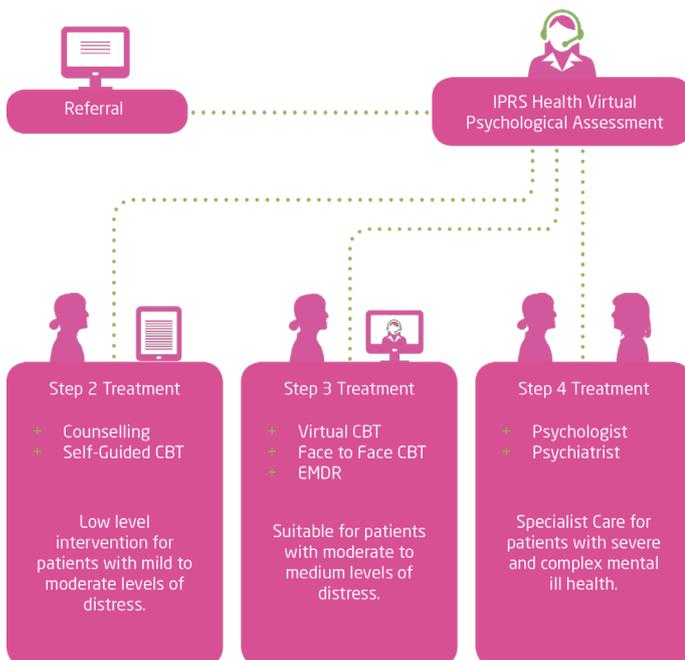
# Mental Health services

IPRS Health provide mental health services through our own clinically governed and fully audited network of Mental Health Therapists ensuring comprehensive and national coverage. As with all our clinical services, our partners have the same ethos as IPRS Health towards patient management and care.

We are proud to provide innovative solutions to mental health treatment. The IPRS Health app facilitates the delivery of Virtual Assessment and Treatment alongside our supported CBT Programmes whilst myIPRShealth.com provides advice and wellbeing guidance.

Our mental health 'Recovery' service is our patient focused end to end mental health rehabilitation solution aimed at improving the mental wellbeing of anyone who is referred into our service. The recovery service has multiple treatment pathways and options which is determined following a Virtual Psychological Assessment.

We adopt a Stepped Care Model in accordance with NICE guidelines to our patients which can be viewed below:



## What is the cost to your business?



of all days lost at work are related to stress, anxiety and depression



Stress, anxiety and depression are more prevalent in healthcare, public service and education industries



**17.9** million

Working days lost due to work-related stress, depression or anxiety in 2019/20

## Virtual Psychological Assessment

All referrals into the IPRS Health Mental Health Service begin with a Virtual Psychological Assessment, conducted by IPRS Health accredited Mental Health Practitioners through either a telephone or video call covering:

- + History
- + Development
- + Presenting problems
- + Formulation including maintaining factors and risk

The therapist will establish a clear working diagnosis and make recommendations based on clinical need and provide education to the patient to help them to make an informed decision on their treatment.

Upon completion of the assessment our clinician will refer the patient into either a Step Two, Three or Four Treatment Pathway.

## Step Two Treatment

Suitable for patients who have mild to moderate levels of mental health distress and is delivered through:

- + Psychological Wellbeing Practitioner Support
- + Self-Guided CBT
- + Counselling (Virtually or Face to Face)

Self-Guided CBT is an innovative and interactive programme delivered via bespoke psycho-educational and skillsbased resources which can be accessed through a smartphone.



The programme is tailored to each patient and is supported by an IPRS Health CBT Clinical Case Manager, who remains in contact with the patient at regular intervals, addresses concerns and questions, guides the programme and monitors outcomes.

The content is designed to be motivational, easy to use and interactive with relevance to the unique requirements of the patient.

## Step Three Treatment

For patients with moderate to medium levels of mental health distress including virtual or face to face CBT or EMDR.

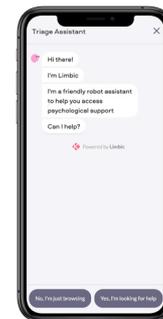
## Step Four Treatment

For patients with severe and complex mental ill health. This is our pathway into more specialist services for patients where there has been inadequate response to multiple treatments, complex comorbidity or they require psychiatric services.

## IPRS TherapyToday with Limbic

IPRS TherapyToday, in partnership with Limbic, allows us to deliver, 24/7, seamless access to mental health services for our patients, enabling them speedy access to assessment to reduce waiting times for appropriate treatment.

Services with IPRS TherapyToday would see patients undergo this AI driven assessment at the start of their recovery journey, before having a short follow-up call to confirm their treatment pathway.



The assessment is presented in a chat-bot format and compassionately guides the user through a series of questions about the feeling they are experiencing.

## Workshops & Training

### Resilience - 1 day workshop

The aim of the 'Building Resilience' programme is to help individuals understand what physical and psychological resilience is and work towards building their own resilience through presentations, group discussions and practical work.

### Mental Health Awareness - 1 day workshop

A workshop designed to help build awareness of mental health in the workplace. Informs candidates of the most recent research, findings, issues and ways to improve and manage mental health in the workplace.

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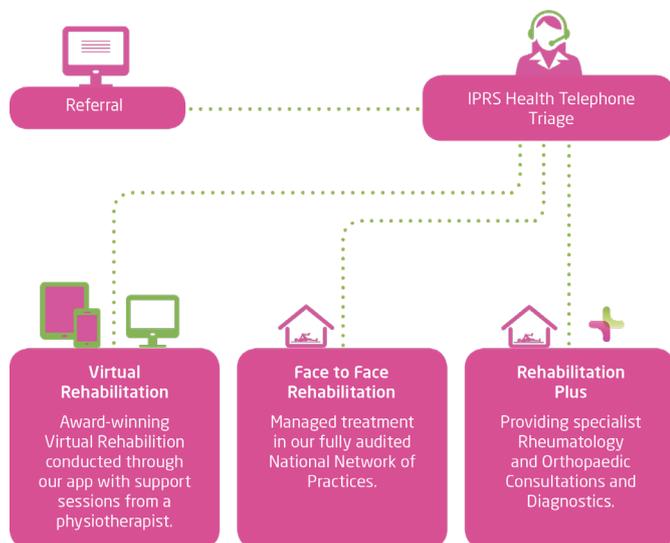
[www.iprshhealth.com](http://www.iprshhealth.com)

# musculoskeletal services

At the heart of the IPRS Health Musculoskeletal service is our passion to promote, maintain and restore physical, mental and social wellbeing. We embrace the biopsychosocial model of healthcare management, which proliferates our business from referral to discharge with a keen focus on goal setting, return to work and improving function.

## Musculoskeletal Telephone Triage

Our bespoke triage service provides our patients with an immediate action plan to meet their rehabilitation needs. The IPRS Health Clinical Case Manager will coordinate the patient's care from referral through to successful discharge via our multiple evidence based pathways.



IPRS Health are able to deliver triage using traditional telephone calls or utilising the IPRS Health App which features the Visual Triage function.

## Musculoskeletal Virtual Rehabilitation

IPRS Health's Virtual Rehabilitation offering is an award winning service combining the use of digital resources along with direct telephone support. This service provides education, advice and treatment to patients with low-grade and/or chronic musculoskeletal conditions.

## IPRS Health Face to Face Rehabilitation

We understand the importance of providing our patients with high quality and easy to access face to face treatment. Delivery of face to face physiotherapy



# 8.9 million

Working days lost due to work-related MSK disorders in 2019/20



# 144,450

days saved for our clients which would have been lost to absence in last 12-months

- + Days IPRS Health can guarantee an appointment within
- + Average Travel miles nationwide
- + Average number of treatment sessions
- + Minimum years experience all our clinicians have

# 3

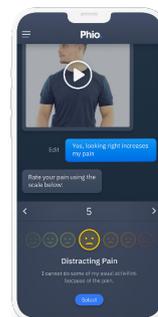
is achieved through our UK-wide network of over 750 practices. We are proud to guarantee an initial assessment in just 3 working days and have an average travel distance of just 3 miles.

## IPRS PhysioToday

Our innovative Digital Triage can replace or run alongside our Telephone Triage service, giving patients further flexibility in how they're triaged ahead of treatment.

Highlights of the service:

- + Instant support
- + Available 24/7
- + Results and recommendations provided instantly
- + Accessible on any device
- + Following the assessment, patients can directly book in a call with a physiotherapist or refer themselves for face-to-face physiotherapy



**IPRS Health deliver a wide range of workplace services including workshops, individual specialist assessments and training. Our services are conducted by chartered physiotherapists who combine clinical expertise with the knowledge of ergonomic requirements to assess employees.**

### Display Screen Equipment (DSE)

We have 3 levels of DSE assessments, which are Health & Safety Executive (HSE) compliant and have been specifically designed to meet client needs. Ergonomically trained physiotherapists measure, record and if necessary photograph the workstation to provide a comprehensive report.

- + **Level 1** - assessment for non or low level MSK issues.
- + **Level 2** - MSK based DSE assessments with comprehensive report.
- + **Level 3** - Specialist/Complex assessments which can also include medical issues.

### DSE Sweeps

A physiotherapist visits your work-site to sweep the workplace, scanning for any DSE issues. This allows for a high volume of evaluations to be processed in a day.



### DSE Training

If your company has DSE Champions who require training or refreshers, we can provide this in small groups and on site. Training involves theory and practical aspects of training.

### Vehicle Assessment

A Vehicle Assessment records the set up and conditions of the vehicle relative to the patient and the role/job they fulfil. Alterations are made to improve the settings in the vehicle and recommendations for supportive equipment can also be made.



### Manual Handling Plus

IPRS Health provide an innovative approach to manual handling training, breaking down the barriers of traditional myths and

using the latest evidence. Training features both practical and theoretical aspects of Manual Handling which we bespoke to suit your company. We have a multitude of deliver methods to suit small and large business across a variety of sectors.

### Job Demands Analysis

The Job Demands Analysis (JDA) is an evaluation process that examines and quantifies the physical demands required to perform a given job. The JDA considers environmental and cognitive demands in relation to specific job roles. It can also provide a blue print for future FCE's.

### Functional Capacity Evaluation (FCE)

IPRS Health deliver FCE's to review an individual through functional tasks that are routinely used within their job role. The individual will complete various organised tasks such as lifting weights from the floor to waist height, going up and down stairs or walking while carrying an item for example.

This method of assessment is especially useful for those who are off work and wanting to return but on limited duties or those who have a chronic MSK condition and would like an objective measure of their capabilities.

Our clinicians use a scoring method which will determine the employee's physical capability, they can then place this against the individual elements of the job role and can state whether they are green, amber or red score. A red score will mean they are unable to perform that task, while a green will mean they are capable. Amber will generally mean they can perform some of the role if altered.

There are many benefits in our FCEs:

- + It provides faster return to work and collects data regarding ergonomic and job modification.
- + It gives impartial data for documenting functional status
- + Provides early intervention for MSK injuries and prevents an employee from commencing absence from the workplace
- + Detailed examinations and evaluation.



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