

## **Digital Tools Case Study**

### **Quick intro to yourself and any contact details you're happy to share ...**

My name is Cathal Malone. I work part-time as an Advanced Physiotherapist Practitioner in Sussex and I'm one of the founders of the digital MSK software - MSK Assist. Any queries just drop me a line at [cathal.malone@mskassist.com](mailto:cathal.malone@mskassist.com).

### **What physio services do you provide? (e.g. specialty, conditions, location, patient demographics)**

MSK assist is a digital platform that allows clinicians to provide their patients with personalised treatment plans that focus on helping patients to self-manage their musculoskeletal problems. Our digital service is now being provided within a growing number of NHS primary and secondary care services and is being used by First Contact Practitioners, Advance Physiotherapy Practitioners, Outpatient Physiotherapists, Nurse Practitioners and GPs.

### **What tools are you using to deliver your physio services digitally?**

Since the Covid pandemic we have seen a significant increase in the use of MSK assist within services due to the increased shift in remote MSK appointments. MSK assist is used as an adjunct within service who are also using other digital tools such as electronic medical records and telehealth platforms. MSK assist provides clinicians with an online platform to quickly create and send comprehensive and personalised treatment plans to their patients. Patients are also embracing the digital aspect of their care as many patients are downloading the free patient app to manage their care.

### **How have these services replaced face to face contact?**

The services using MSK assist are now providing the majority of their service remotely through a range of digital tools.

### **What is the clinician's experience of using the digital tools?**

Clinicians have reported that having the MSK assist platform available to them has been very helpful. Especially as most consultations are now remote and the majority of patients are expected to self-manage after their appointment. Clinician feedback has been positive in regards to having a tool that allows them to quickly create and send a care plan that the patient can continue to work from.

### **Do you have any patient feedback on digital physio service offer?**

Patient feedback on the whole has been positive. We have gained patient feedback from previous pilots which found that the majority of patients felt that the software supported their care and that they felt more informed about their condition. Patients also reported that they felt more engaged with their care plan and would recommend it to other patients.

### **Any top tips to others exploring using digital tools in physio services?**

Just have a go! The thought of using something new is always scarier than the reality. We have seen lots of clinicians who initially felt that 'digital' wasn't for them and then after using the software a few times, they have become some of our biggest users.