

# Physiotherapy and massage



Working together with **fitBack**<sup>®</sup>

## Musculoskeletal disorders: a pain for employees and employers

Musculoskeletal disorders (MSD's) are injuries or pain in the human musculoskeletal system, including the joints, ligaments, muscles, nerves and tendons. MSD's can affect people in many different ways from pain to stiffness and restriction in movement. They can affect work life, family life and social life and can have a massive impact on an individual's overall function.

**MSD's are the UK's third reason for sickness absence<sup>1</sup>.** The prevalence of injury, and the pain and discomfort caused can create risks for your business, such as:

- increased absenteeism
- lower productivity
- accidents.

<sup>1</sup>Office for National Statistics 'Sickness absence in the UK labour market 2020' <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/labourproductivity/articles/sicknessabsenceinthelabourmarket/2020>  
Contains public sector information licensed under the Open Government Licence. V 3.0

## Workplace physiotherapy can help aid recovery

Many UK companies rely on NHS physiotherapy services to help manage musculoskeletal issues for their employees. It can take a while to access physiotherapy through the NHS as waiting lists can be long. This can delay recovery and create additional business costs.

Workplace physiotherapy can help relieve muscular stress and tension by reducing pain, stiffness and improving function. Work focussed treatment and advice can reduce the need for employees to take time off work or facilitate a faster and safer return to work.

Through Aviva Group Income Protection, you have access to a range of musculoskeletal support services, delivered by **FitBack**.

## Meet FitBack

**FitBack** provides specialised occupational health physiotherapy services. Its health and wellbeing initiatives help UK businesses tackle back pain and the management of all musculoskeletal injuries. As well as running clinics on-site for businesses and providing remote telephone services, FitBack has a 2,000-strong network of physiotherapists.

## Services available

### 1 Weekly on-site physiotherapy clinics (half days and full days)

These weekly clinics can help you manage your employee's musculoskeletal issues. The 30-minute sessions include detailed assessments and treatment plans to ease pain and aid recovery.

### 2 On-site 'speed' physiotherapy sessions

An opportunity for employees to discuss musculoskeletal issues with an experienced physiotherapist. This informative 15 to 20-minute consultation includes a physical assessment, professional advice and a proposed exercise regime to help ease pain and aid recovery.

### 3 On-site deep soft tissue massage sessions

Soft tissue massage from a qualified clinician can help reduce your employees' muscle tightness, stress, tension and relieve aches and pains.

### 4 Telephonic / video assessments

Early advice is key. Telephonic / video assessments allows an experienced physiotherapist to diagnose musculoskeletal problems and provide self management advice to speed up an individual's recovery. This provides a cost effective, quick access alternative to face to face physiotherapy.

### 5 Office ergonomics

Are your employees sitting comfortably? Even the most expensive display screen equipment (DSE) and ergonomically designed chairs can cause problems if they are incorrectly adjusted. FitBack's 'office ergo walk round' provides a quick fix if workstation equipment is incorrectly set up and offers advice on stretches to ease aches and pains. This cost-effective service can help reduce the need for full DSE assessments.

### 6 Other wellbeing services

'Fit for work' and 'Healthy living' sessions can be arranged as part of a wellbeing programme. These can include an interactive range of tailored activities, sessions and clinics, including a musculoskeletal injury advice stand.

## Aviva workplace wellbeing

As well as these services, Aviva's Group Income Protection provides access to many other wellbeing programmes, all of which can be tailored to your business's needs.

### Your business could benefit from:

- Increased productivity and engagement
- Reduced absenteeism and its associated costs
- Improved staff retention

All Workplace Wellbeing solutions are non-contractual benefits Aviva can change or withdraw at any time.

## Find out more

Contact us at:

[wellbeingservices@aviva.com](mailto:wellbeingservices@aviva.com) and we'll get back to you to discuss your training needs, timescales and costs.

### Aviva Life & Pensions UK Limited.

Registered in England No. 3253947. Aviva, Wellington Row, York, YO90 1WR. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896. Member of the Association of British Insurers. Workplace Wellbeing Solutions and Wellbeing Services are not insurance products and are not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

(61881) GR02200 11/2021

