**Patient Journey - Patient A and Provider B Physiotherapy Ltd**

Patient A was referred by her GP to Provider B for physiotherapy for problems with her shoulder.

At the appointment the physiotherapist did not introduce himself and the way in which he spoke to Patient A made her feel as though he was not interested in helping her. She felt he lacked empathy did not listen, and that he had already decided in his head what was wrong with her and what he was going to do. He simply told her to carry out the same exercises that the GP had already given her. Patient A was left feeling very unhappy with the appointment

Patient A had a further appointment to attend for a review but felt very unhappy about going due to her experience at the last appointment and the way in which she was treated. However, despite her distress, her shoulder was causing her significant pain so she had to attend.

Patient A went to the next appointment, where she again felt dismissed. She explained how nothing had improved, after doing all the movements, but the physiotherapist would not let her speak and contradicted everything she tried to say. He said that in that case she needed to go back to her GP, but then suddenly changed his mind and said ‘I’m going to try something’ and took her left arm around and up her back with force, causing her further pain and distress. He did not explain what he was going to do or why. Patient A began crying at this point, from the pain and the situation. She already felt vulnerable as the atmosphere was so uncomfortable, she was very distressed and as soon as he let go of her arm, she left the treatment room.

Patient A then went to her GP surgery and although she was aware that surgery was closed, she asked if she could see someone as she was so upset and in pain. Patient A received very kind and helpful support and staff enabled her to wait in a side room for privacy as she was obviously distressed and upset. A doctor then came through, he gave her 2 exercises to do and told her to come back in a fortnight. He also prescribed stronger painkillers.

Patient A then went to see a private physiotherapist, who helped her to the point where the pain was practically gone and she was almost back to full movement. This physiotherapist listened before she did anything at all, then performed a massage, acupuncture, and some new exercises.

Patient A then made a complaint, raising a number of concerns, and the Clinical Lead for Provider B investigated the complaint and provided a full apology to Patient A.

Provider B explained their sincere regret that Patient A’s experience did not meet the high standards of care expected. The physio concerned also expressed genuine and sincere regret that his words and actions caused such upset; under no circumstances was it intended to be perceived this way.

As a result of Patient A’s complaint, Provider B Physiotherapy has reviewed its communication policies. All staff have been updated on the need to provide clear communication when making appointments including ensuring the name of the physiotherapist is communicated at the time of booking. The importance of introductions and ongoing discussion about treatments so that both staff and patients are part of the decision process has been reiterated to all staff.

Patient A decided to accept the apology and reassurance that action had been taken and decided not to pursue the complaint further.

The CCG will follow up in 6-9 month time with a request for assurance of patient experience.