

ZoomPhysio+

# Patient Guide





# What is ZoomPhysio?

**ZoomPhysio is the fastest way to receive physio plans from NHS-trained professionals for musculoskeletal conditions without the wait. Access them anytime, from anywhere.**

Patients can self-refer or be directed to ZoomPhysio by their GP, receiving access to tailored online treatments for a range of MSK conditions in under 24hrs, with access to face to face treatment where required.



**What is a musculoskeletal condition?**

An injury or disorder of the muscles, nerves, tendons and joints.





# Why use ZoomPhysio?

An audit of our services within UK Primary Care mapped the experiences of 1000 self referring patients

It concluded that;

- ZP provided rapid access to physiotherapy services (under 24hrs)
- High levels of motivation, self engagement and management across users
- The service can be used 24/7
- +70% of patients required no further treatment after using ZoomPhysio
- Significant time saving compared to traditional physiotherapy referrals



# Step 1

I've just been referred to ZoomPhysio by my GP



You can access your free online physiotherapy treatment by visiting [www.zoomphysio.co.uk/nhs](http://www.zoomphysio.co.uk/nhs) selecting your GP and clicking **start treatment**

## Find your NHS GP

ZoomPhysio is a free service provided by GPs to ensure the fast and effective treatment of musculoskeletal complaints. Simply hit 'Start Treatment' next to your registered GP below to begin.

If your symptoms include chest pain, breathing difficulties, significant balance loss, significant new weakness in your arms or legs, or you simply feel unwell, please do NOT use ZoomPhysio, and instead consult directly with your GP.

Filter by search

Darley Dale



Imperial Road Surgery Matlock  
Darley Dale

START TREATMENT

View GP Details




Darley Dale Medical Centre  
Darley Dale



# Step 2

I've just been referred to ZoomPhysio by my GP

 Next up, you'll need to tell us a little more about yourself and your condition. If your GP has referred you, you may already know it.

If not, you can choose the body part affected and go from there

7 → Thanks, w. Which one of these statements best represents your situation?

- A Something hurts and I'm not sure what's wrong
- B I know my diagnosis (already confirmed by GP, etc)
- C I am looking for a lifestyle plan e.g. meditation, occupational health, etc



# Step 3

I've just been referred to ZoomPhysio by my GP

- ✔ You'll receive a comprehensive treatment plan from one of our trained physios within 48hrs, simply **click on the link** in the email and type in your code to get started

## ZoomPhysio

Dear **Gerry Test**

**The Team At ZoomPhysio** has prepared your personal exercise program

Access your exercise program online at:

<https://uk.physiapp.com/access/odasqqbm>

or

Download for smartphone or tablet  
iOS or Android:

Enter your program code

odasrcfc

Enter your year of birth

1999

Access your program

English



# Step 4

I've just been referred to ZoomPhysio by my GP

- ✔ Your plan will contain video resources and detailed instructions related to the recommended exercises.

You can access your plan and video tutorials anywhere, anytime.

- AROM forearm pronation/supina...  
20 reps 2 sets
- Passive wrist extension palm ...  
5 reps 2 sets
- Seated trunk rotati  
3 reps 2 sets
- Lateral trunk stretch  
3 reps 2 sets
- Upper trunk rotations in crook  
8 reps 2 sets
- Bilateral median ne  
8 reps 2 sets

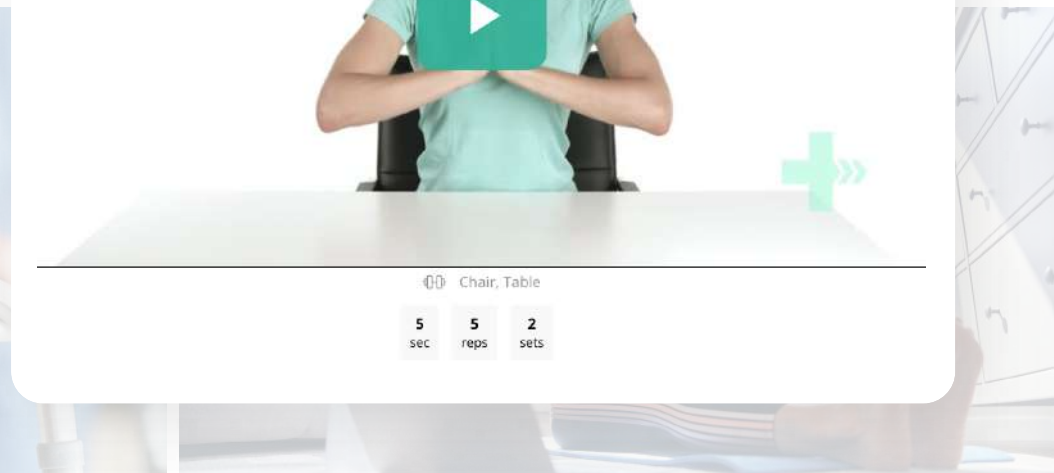
Close

Passive wrist extension palm to palm

Complete

Chair, Table

5 sec 5 reps 2 sets



# Contact Matrix

The contact matrix below contains details for both patients and GP's.  
Please do not provide patients with contact information shown for GP's.



## GENERAL ENQUIRIES



**patients@zoomphysio.co.uk**

Use this email to contact us  
If you have a question related to an exercise within the plan. We may direct you to one of the clinical team of Physiotherapy Practitioners who work at your surgery.

## TECHNICAL SUPPORT



**support@zoomphysio.co.uk**

If you are struggling to access ZoomPhysio or seem to have a technical difficulty, please contact our support team using the email above with details of your issue or concern

## CLINICAL SUPPORT



**Call your GP or 111**

If after completing your online plan you have not experienced any benefit you can arrange an appointment with a member of the MSK Practitioner team at your surgery.

Please inform the reception team that you have completed a ZoomPhysio plan but still need to see a Practitioner.

**For any urgent medical matters or if you are significantly concerned about symptoms you can also call 111.**