

## **Gruevo and Zoom: video consultation platforms used in an MSK physiotherapy setting**

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

My name is Katie Knapton. I am an experienced MSK physio who set up a totally online physio clinic over 3 years ago. For further information please contact me at [katiek@physiofitonline.co.uk](mailto:katiek@physiofitonline.co.uk).

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

I provide MSK physiotherapy service via video nationwide.

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

Gruevo and Zoom.

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

We have an extensive training programme to specifically address any issues or problems. We have set up a comprehensive policies and procedures to cover all eventualities.

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

Patient feedback is positive but probably due to the fact that they have chosen video in the first place.

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

**Check internet speeds-** if poor, I would use a phone regardless of the software you normally use.

**Make virtual consultations accessible-** choose software that is easy for your patients

**Check you have a backup plan-** make sure you have the patient's phone number in case of technical issues!

**Be extra vigilant on screening-** not only the emergency onward referrals, but also rheumatology