



Musculoskeletal physiotherapy service standards explained

Why do we need standards?

The standards set out what high-quality physiotherapy is and how it should be delivered. This means everyone knows what good quality physiotherapy is. The standards also help services, patients and the public to identify when things need improving.



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What are the standards?

There are eight quality standards, see overleaf.

What does this mean for me?

The standards mean that private and NHS physiotherapy services provide the best possible management and care. The standards lay out what you can expect. Physiotherapy will be based on the best evidence available. It will be tailored to you and take into account your concerns and personal circumstances. You will be involved in decisions about your condition. The physiotherapist will explain things in a way you can understand. This includes information on how other health care workers can help and how the health care system works for you. This also means if you are referred to another department or specialist that it will be as smooth as possible.

If you require any further information, you can contact The Chartered Society of Physiotherapy at enquiries@csp.org.uk or 020 7306 6666

The 8 Standards

- **Standard 1** This is about how the physiotherapist examines you and asks about your condition. A personal physiotherapy plan will then be made to get the best results for you.
- **Standard 2** makes sure that the physiotherapy plan is tailored for you. It takes into account your personal needs and lifestyle.
- **Standard 3** is about what you can do to manage your condition. It involves you in all decisions about your physiotherapy.
- **Standard 4** is about communication. This means you can understand what to expect from the physiotherapy service. It also helps you to understand the health care system. It includes how members of your family and others can be involved.
- **Standard 5** is about joined up healthcare. This means different services work together to help patients. This should avoid unnecessary delays in care.
- **Standard 6** is about population health. This means improving health for everyone, not just those attending health services.
- **Standard 7** means patients are asked about whether physiotherapy has helped them. This is used to improve physiotherapy.
- **Standard 8** is about governance. This means there are systems to check and improve the quality of physiotherapy.