



ASCENTI

Quality Account 2019/20

Contents

Part one

page

Statement from our Executive Team	2
About Ascenti	3
Our leaders	4
Our values	5

Part two

Quality improvement priorities 2020/21	8
Achievements against 2019/20 quality improvement objectives	10
Statement of assurance from our Executive Team	18
CQC statement of assurance	21
Infection Prevention Control statement of assurance	22

Part three

Positive patient experience	23
Enhancing patient safety	24
Elevating clinical effectiveness	25
Inspiring innovation	26

Appendix

Local Audits	27
--------------	----

Part one

Statement from our Executive Team

We have helped more than 1.1m people get back to their best and over the last year we have delivered upwards of 600,000 treatment sessions. We are proud to be a trusted partner to more than 20 NHS organisations and 400 private businesses, treating a variety of patients including NHS, private, medico-legal and occupational health.

This Quality Account meets the requirements set out by the Health and Social Care Act 2012 and the Care Quality Commission (CQC). It reports on the quality of our services during 2019/20 and key areas of accountability, including: safety, effectiveness of treatment, clinical quality, safeguarding and patient experience.

This report provides an overview of our achievements over the last year, the highlight being the extensive adoption of our revolutionary patient rehabilitation app, Ascenti Physio. Further digital developments included the launch of online booking and live chat functionality on our website, making it easier for patients to access our MSK services and support teams. Alongside our digital advancements, we have continued to develop an equality, diversity and inclusion delivery system (EDIDS) and have started promoting work as a health outcome.

Over the next year we aim to implement our equality and diversity system, we will continue to focus on vocational rehabilitation and renew our approach to measuring and evaluating quality. We will also look closely at our core values and will reinforce these throughout Ascenti, to ensure they are fully embedded within our company culture.

The commitment and dedication of our staff has been central to the successful implementation of our Digital Health Strategy as well as other achievements this year. I thank them all for the pride they take in continuing to provide exceptional patient care.

This Quality Account has been endorsed by our Executive Team and we confirm that the content reflects a balanced view of the quality of our services. We believe, to the best of our knowledge, that the information contained in this document is accurate and informative.



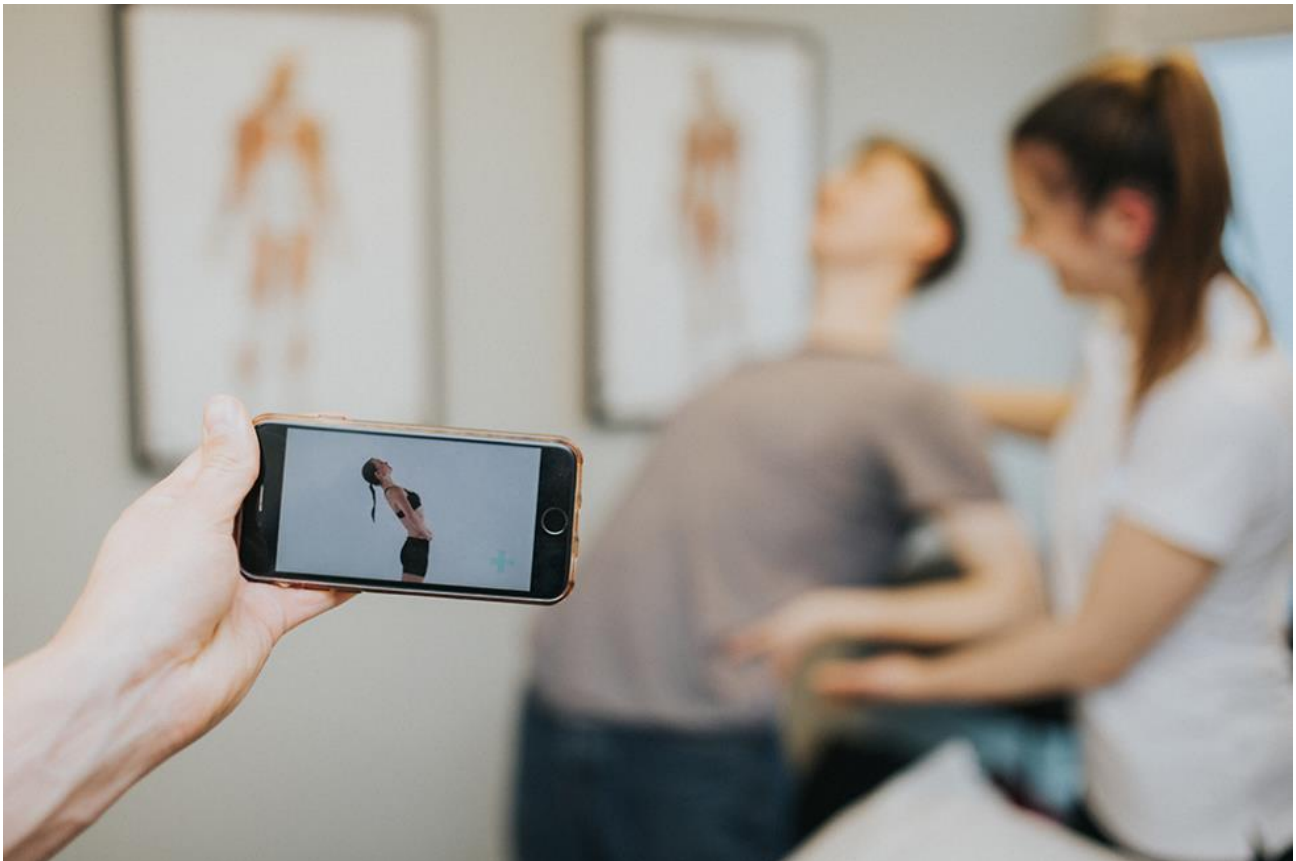
Stephanie Dobrikova
CEO



We are Ascenti

The leading provider of physiotherapy and selected clinical outsourcing – helping thousands of people to elevate their health and live active lives every day.

We are advancing physiotherapy for the nation by pioneering new digitally enabled physiotherapy and musculoskeletal services, delivered by our national network of 300 highly trained and directly employed Ascenti clinicians.



We take our responsibilities as a healthcare provider seriously and boast one of the strongest clinical governance frameworks in the industry. We pride ourselves on consistently achieving exceptional levels of service and constantly challenging ourselves to push the boundaries. Everyone at Ascenti works to uphold the highest industry standards and deliver the best possible patient and customer experience.

Executive Team



Stephanie Dobrikova
Chief Executive Officer



Kevin Doyle
Chief Commercial Officer
(Physiotherapist)



Sophie Harper
Chief People &
Communications Officer



Joel Booth
Chief Governance & Quality
Officer (Physiotherapist)



Adam Jarvis
Chief Operating Officer
(Physiotherapist)



Jacinta Magee
Chief Financial Officer



Dan Pemberton
Chief Customer Officer

Clinical Development Team

Our Clinical Development Team is led by our National Lead Clinician and Head of Clinical Excellence. They work alongside a national team of Service Leads, Regional Development Leads and Clinical Mentors to support our clinicians and deliver our clinical training and development programme.

In 2019 our training function was recognised with two awards: the LaingBuisson 'Excellence in Training' award and the Skills for Health – Our Health Heroes 'Learning and Development Team of the Year' award.



Our values

Our core values shape the way we work and behave.



Pioneering

We're a passionate bunch of people, who aren't afraid to innovate and try new ideas to raise the bar.



United

We believe that unity lifts us above the competition, so we work together with partners, teams and communities.

Caring

We care about what we do and want to achieve the highest standards for everyone we work with.



Dependable

We deliver on our promises and provide accessible, reliable and effective treatments that are a cut above.



Some statistics from 2019/20



70k+

NHS referrals



20+

the number of Clinical
Commissioning Groups we
worked with in 2019/20



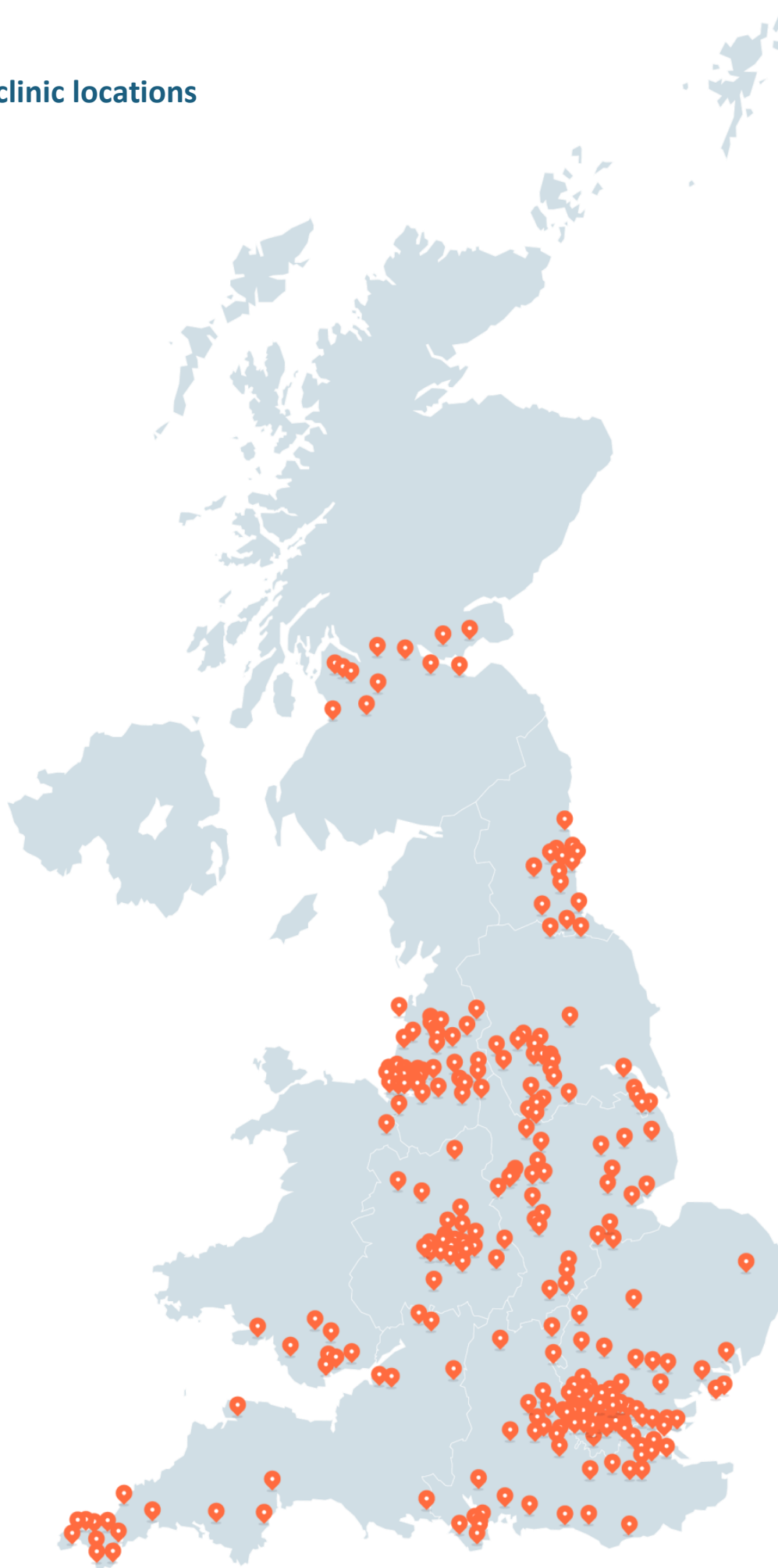
95%

of our NHS patients were
satisfied or very satisfied
with our service

"I really would not be exaggerating if I said that treatment with Ascenti has changed my life. Due to the deep understanding I now have of my pain and condition, I can manage it much better. I know how long I can sit for, what posture I should adapt, and exercises to do should I feel my back issue flaring up."

Gemma, age 37

Ascenti clinic locations



Part two

Quality improvement priorities 2020 / 21

Throughout the year, progress against our quality priorities will be monitored by Ascenti's Executive Team.

Priority 1

Develop an enhanced Quality and Assurance Framework

We care about what we do and want to achieve the highest standards for everyone we work with. Quality sits at the heart of Ascenti and runs throughout every part of our organisation and everything we do – from every patient encounter through to the decisions we make for our business. We live by our values, caring, dependable, united and pioneering, shaping how we behave and how we work with everyone from our patients including their carer's and family, our staff and our customers, working to deliver the very best services for all.

For this priority we will be enhancing our existing Quality and Assurance Framework, defining the diverse set of standards and expectations we set ourselves across our organisation. Our new framework will also define how we measure and gain assurance that we are meeting our own high expectations and also those of our patients, customers and other stakeholders.

This will epitomise how we strive to continually improve and hold ourselves to account, seeking assurance that we are delivering the very best care and understand how we can continually push the boundaries of what we do.

Domain(s)	How we will achieve this	How we will measure this
Quality Effectiveness Culture Integrated Governance	Implement a new clinical recording system with enhanced metrics Define quality domains, map quality across our business, define a series of quality statements and link with our company values	Implementation of a new documented Quality and Assurance Framework Development of a reporting data suite and Quality and Assurance reporting database and dashboard

Priority 2

Equality, diversity and inclusion

Organisations that operate equality and diversity (E&D) systems provide improved services for the local communities they serve and better working environments for their employees. Through this quality priority Ascenti will further enhance our work and systems in this area and build upon the engagement work already undertaken with patients and staff.

Domain(s)	How we will achieve this	How we will measure this
Patient experience	Deliver against our Equality, Diversity and Inclusion Delivery System (EDIDS) Project Plan	Project milestones
Staff experience		Evidence of stakeholder engagement
Safety	Stakeholder engagement, staff surveys, engagement and support forums	‘Voices-for-Change’ agenda
	‘Voices-for-Change’ programmes	Measurement, collation and analysis of staff feedback

Priority 3

Vocational rehabilitation

The [‘Improving lives: the future of work, health and disability’](#) policy paper sets out clear ambitions to reduce the disability and employment gap. The downward spiral of declining health and absence from work is identified as a major injustice in our society. In this priority we will continue to build upon the work we have undertaken in 19/20 in promoting health as a work outcome, ensuring consistent integration of vocational rehabilitation within the rehabilitation programmes and care we provide.

Domain(s)	How we will achieve this	How we will measure this
Patient experience	Training and education	Statistical analysis of outcomes
Clinical effectiveness	Workshops	Staff feedback
Quality	Embed vocational rehabilitation into clinical practice	Patient feedback Training statistics

Priority 4

Promoting values

To embed our core values (pioneering, caring, dependable and united) throughout our business, ensuring they shape the way we promote and celebrate excellence within our workforce and define our delivery of patient care.

Domain(s)	How we will achieve this	How we will measure this
Culture	Staff engagement, recognition and reward linked to values	Implementation of a recognition and rewards programme linked to our values
Personal / professional development		
Recruitment	Values based recruitment Values based appraisal processes	Implementation of values into recruitment and appraisal processes

Achievements against 2019 / 20 quality improvement objectives

Priority 1

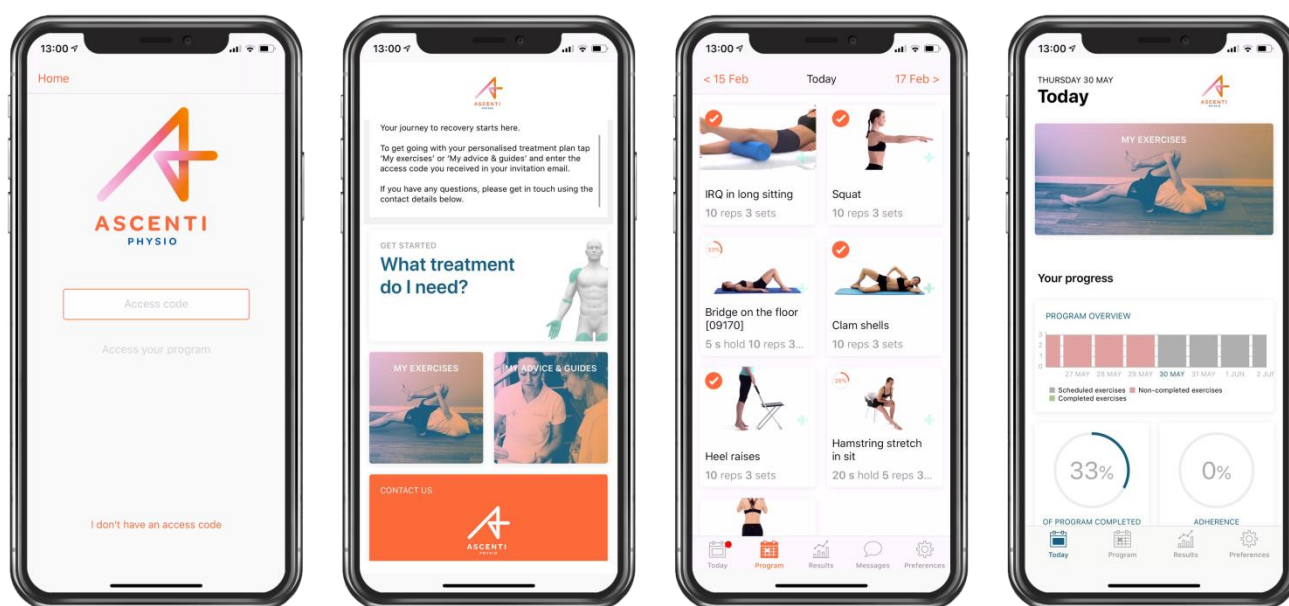
Digitally-enabled care



In 2019/20 Ascenti invested heavily in the development of innovative digital technologies, in line with the NHS Long Term Plan (2019) that involves pushing digitally-enabled care into the mainstream across the NHS.

In August 2019 we launched our patient rehabilitation and exercise app, Ascenti Physio, which gives patients 24/7 access to expert advice, guided exercise videos and tailored rehabilitation programmes as prescribed by their therapist. The Ascenti Physio app can be downloaded onto smartphones via the App Store and Play Store, or can be accessed online via a desktop.

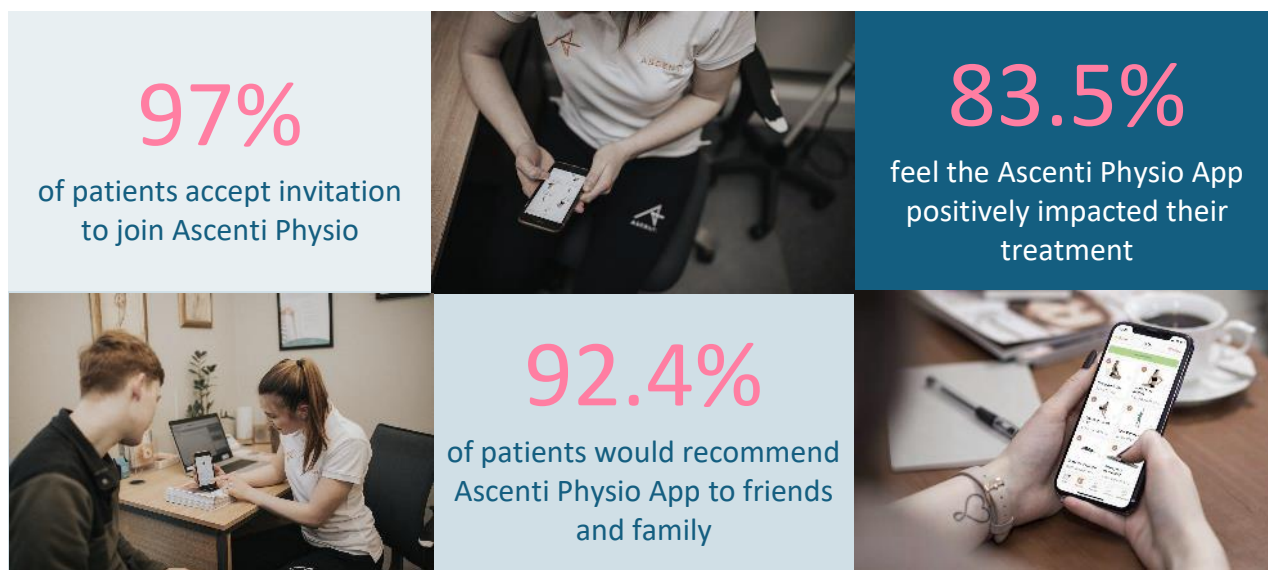
The Ascenti Physio app also includes **digital triage** and **virtual consultations** that we have been delivering since 2019.



Ascenti Physio means the recovery journey can start from the moment our patients first book their appointment with us, as they are able to fill out a patient-recorded outcome measure survey prior to attending clinic for the first time. This leads to improved outcomes in clinic, as physiotherapists have a greater understanding of the patient before they attend and can prepare accordingly.

Patients have the option to set in-app reminders which means they are prompted to complete exercises that their therapist has prescribed. They can watch and download guided exercise videos to help ensure they use the right technique, and can record progress and leave real-time feedback allowing their Ascenti physiotherapist to track their recovery and tailor their programme as needed.

The app has expanded our physiotherapists' resources, including access to 3,700 exercise videos. This gives them the opportunity to discover and incorporate different rehabilitation exercises into their treatment plans, diversifying their MSK experience and knowledge.



When comparing 2018 and 2019 data there is an 8% greater improvement in symptoms when patients use Ascenti Physio as part of their rehabilitation. This is combined with a reduced number of treatment sessions required to discharge the patient.

This evidence highlights the significant benefits of digitally enabled care, empowering patients to self-manage their condition in their own time between appointments, and of giving patients the tools they need to do this effectively.

100% of our physiotherapists feel that Ascenti Physio is a beneficial treatment tool and that it positively impacts their work and the patient experience overall.



"Patients can keep track of how they are managing the exercises which helps keep them motivated and highlights the day-by-day improvements they are making."

"With the amount of education we can send across to them they should feel really confident they have the knowledge about why they are experiencing their symptoms and what can be done to help."

"It provides us with an opportunity to give each patient a truly individualised treatment plan based on their needs from day one to the day they are discharged."

**Matt Rawlins, Senior Physiotherapist and
Regional Development Lead**

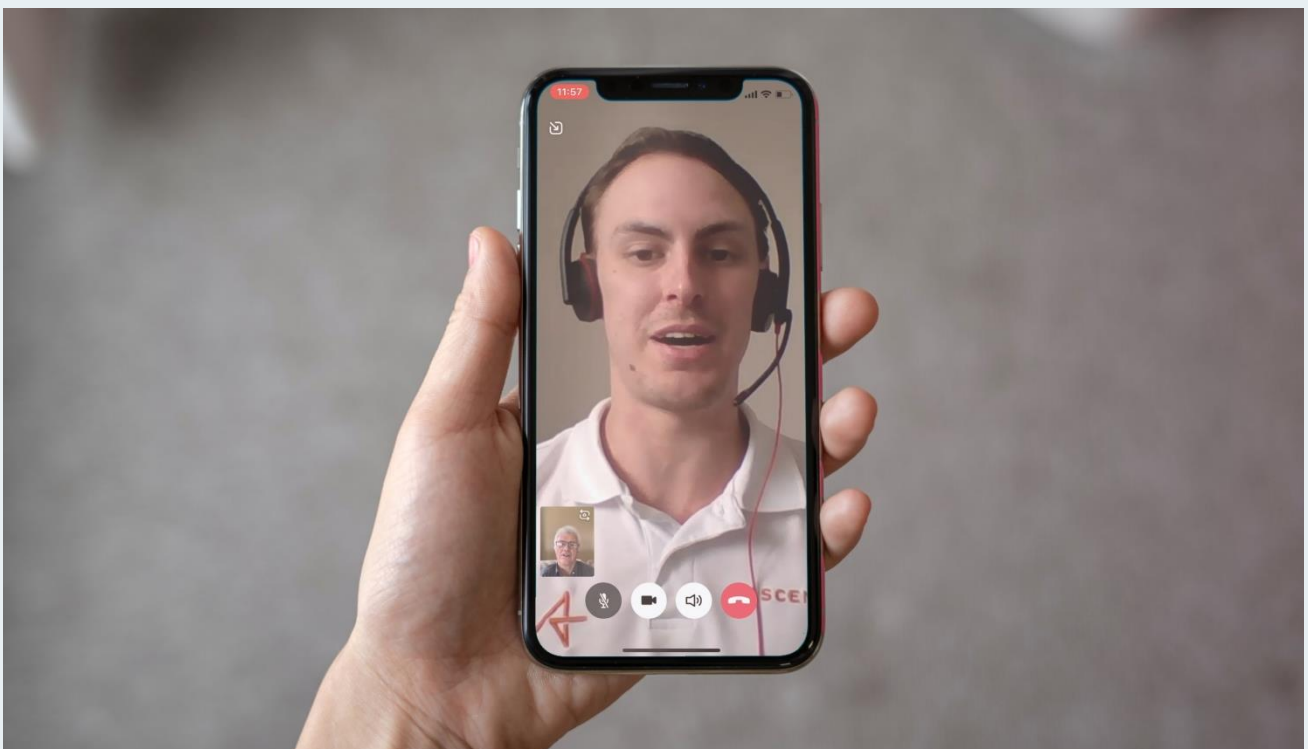
Digital Healthcare during COVID-19

Our virtual physiotherapy service was vital during the coronavirus pandemic when our 300+ clinics were closed for face-to-face treatment toward the end of the 2019/20 reporting period. At this point, 81% of our patients chose to switch to virtual treatment sessions instead.

In June 2020 Ascenti published a [whitepaper](#) on the effectiveness of virtual physiotherapy. This drew on the data we have captured from treating over 27,000 patients virtually between June 2019 – June 2020, including pre-COVID-19 data.

This study compared patients who received virtual physiotherapy only (all treatment sessions delivered via videocall using the Ascenti Physio app), face-to-face physiotherapy only (all sessions delivered in one of our 300+ community clinics with no access to the Ascenti Physio app) and an integrated treatment pathway.

Measured on a 10-point pain Numerical Rating Scale (NRS), patients that combined face-to-face treatment with virtual sessions delivered through the app saw the biggest improvements, moving from a 5.4 NRS score at initial assessment to 1.8 at discharge - an improvement of 3.6 points on average. This compares to 3.4 average point reduction for patients who only accessed face-to-face treatment, and 3.1 for those who were only treated virtually.



For patients whose NRS score was low or medium at initial assessment, the difference in results between virtual and face-to-face interaction was negligible. The difference in outcome between virtual and in-person treatment was more pronounced for patients who scored high on the NRS scale initially, but the best outcomes were enjoyed by patients that accessed integrated support.

Our data supports the idea that engagement in exercises improves outcomes, over-and-above any manual treatment and face-to-face interaction. Patients whose anonymised records showed they accessed exercise videos through the app as part of their virtual treatment, saw the biggest improvements in every severity category (low, medium and high NRS).

Survey data shows that the patients who accessed our virtual physiotherapy services were happy with the results; 92% of patients who were treated virtually were satisfied with its effectiveness and 77% would be 'extremely likely' to recommend the service to friends and family.

Overall our report showed that online and video physiotherapy treatment can, in many cases, achieve the same strong outcomes as in-clinic. The very best results are achieved when patients benefit from a mixture of innovative digital care and elite-quality in-person treatment to support them through the different stages of their treatment journey. Deployed together, this combination can help raise standards in the profession and enhance physiotherapy results overall.

Our virtual physiotherapy report was covered by a number of industry outlets:

- [Mobi Health News](#)
- [Health Europa](#)
- [LaingBuisson](#)
- [Health Insurance & Protection Magazine](#)
- [AT Today](#)

Digitally-enabled care

Domain(s)	Success measures	2019 / 20 progress	Status
Clinical effectiveness	Deliver training to physiotherapists on how to use new digital systems	Physiotherapists completed a virtual training programme on our bespoke online learning platform and have access to a dedicated support page on our modern intranet	Achieved
Innovation	Usage		
Patient experience	Patient feedback/outcome	Positive patient feedback and enhanced outcomes from digitally enabled care identified	



"I started to see improvements really quickly after the virtual appointment and the pain was dramatically reduced through continuing the exercises daily."

"Since the treatment, I've been talking about the experience with friends and colleagues and a number have gone on to give it a try themselves. I'd definitely recommend it."

Kim, age 36

Priority 2



Implement a comprehensive equality and diversity (E&D) system

We have appraised the Equality Delivery System for the NHS (EDS2) and developed this into a delivery system that works for Ascentri. We have now created EDIDS, the Ascentri Equality, Diversity and Inclusion Delivery System. This system takes the original 18 outcomes (objectives) as listed in the EDS2 and made these suitable for Ascentri and mapped against our core values.

We are allowing more time for each outcome to be evaluated, evidence gathered and investigated before a grade is assigned. We have now set a cycle every 6 months, starting from July 2020 and estimating to complete in December 2022.

Every Cycle contains 1 outcome from the 4 overall goals:

Better Health	Improved patient access and experience	A representative and supported workforce	Inclusive Leadership

The biggest progress has been the development and implementation of Outcome Evaluation Forms. These forms are completed by those responsible for the associated outcome and are used to:

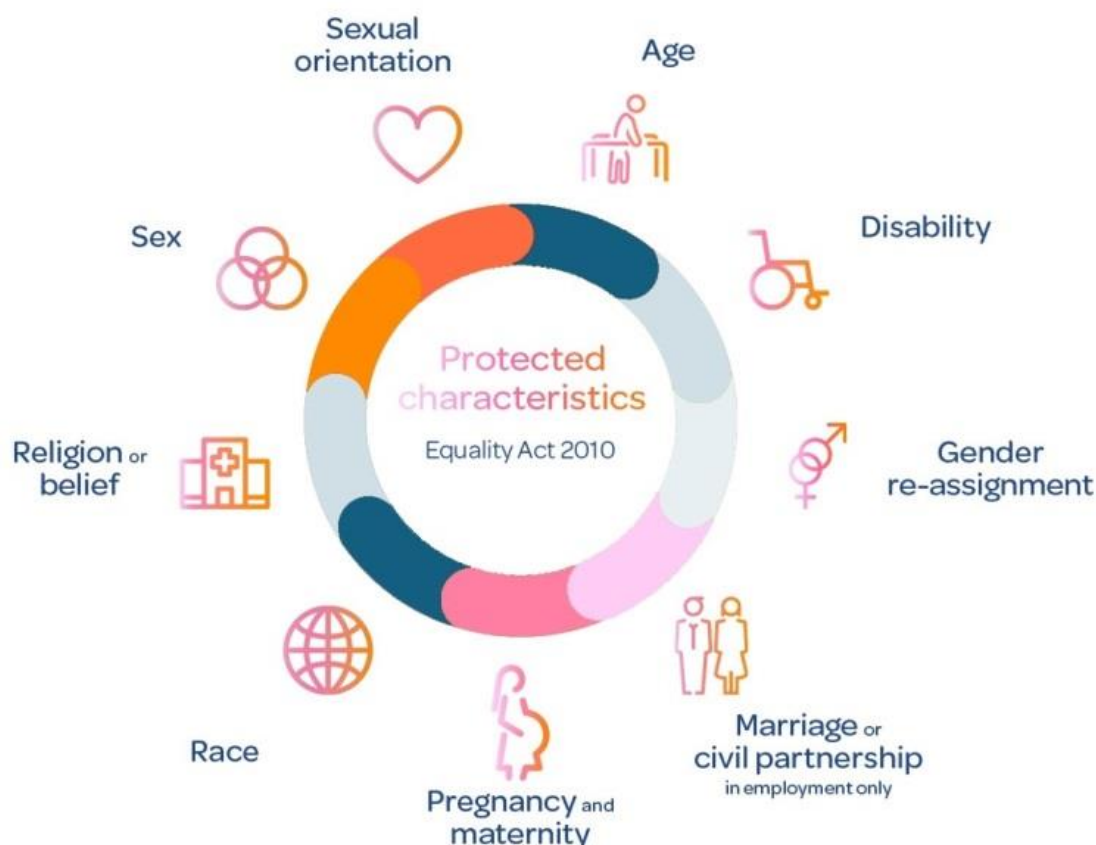
- Impact assess each outcome
- Provide an overview of relevant evidence available
- Identify gaps, recommendations or suggestions
- Highlight the effect of each of the protected characteristics
- Provide a suggested grade
- Record objectives for improvement

The first cycle of outcomes has been evaluated using the outcome and evaluation forms and evidence is currently being compiled which will assist in grading our current performance. Once a grade has been assigned, objectives will be set to achieve improvement.

During the last 12 months the EDI committee has become more established and structured with their own intranet page, regular articles and internal objectives such as:

1. To increase awareness of the EDI Committee
2. To ensure our staff are aware of legal requirements and develop their understanding of EDI
3. To demonstrate a long-term commitment to EDI
4. To demonstrate an accessible and inclusive environment for all

The Executive Team and all members of the EDI committee have made their commitment to promoting Equality, Diversity and Inclusion.



Implement comprehensive equality and diversity (E&D) system			
Domain(s)	Success measures	2019 / 20 progress	Status
Patient experience	Evidence of stakeholder engagement	Established underpinning framework of our EDIDS	Ongoing as part of 2020/21 Priority 2
Staff Experience	Completion of the 13 step project plan	Increased awareness and commitment	
	Complete first cycle of outcomes grading	First cycle of outcomes collated	
		Project plan defined	

Priority 3



Promoting work as a health outcome (vocational rehabilitation)

Training

During the reporting period Ascenti have developed two training programmes for Vocational Rehabilitation covering the following subject areas:

- **Health behaviour and change** covering:
 - Psychology of health and illness
 - Contemporary understanding of Health
 - Psychological concepts of behavioural change
 - Biopsychosocial models of health
 - Health behaviours
 - Models of health beliefs
 - Models of behavioural change
 - Behavioural change strategies
 - Psychosocial flag framework including work beliefs
- **Vocational rehabilitation** covering:
 - Introduction to vocational rehabilitation
 - Understanding the role of work in a person's health
 - Understanding, assessing and evaluating a work role
 - Job demand analysis
 - Biopsychosocial model, behavioural change and work
 - Work Talk – engaging patients in discussing work and health
 - Return to work concepts, strategies and programmes
 - Introduction to ergonomics
 - Legislation
 - Case studies

The Health Behaviour Module was successfully rolled out as part of the learning and development programme. The roll out of the Vocational Rehabilitation Module was delayed due to redirection of resource in February-March for emergency preparation and preparedness ahead of the COVID-19 pandemic – this will be implemented during the 2020/21 period as part of the 20/21 priority 3.

Special Interest Groups

We have setup dedicated intranet page and special interest groups to foster the development and experience of our staff within this area of clinical speciality.

System Development

The redevelopment of our digital treatment notes application supports this objective by underpinning the learning, providing prompts for the integration of vocational rehabilitation in to a person's care and allow for data collation to measure the effectiveness of our vocational rehabilitation programme. As resource was directed toward the emergency preparation and preparedness for COVID-19, and then mobilisation of business continuity plan, system development was delayed and is schedule for the 2020/21 reporting period. Vocational Rehabilitation continues as a key quality improvement objective in 2020/21.

Promoting work as a health outcome (vocational rehabilitation)			
Domain(s)	Success measures	2019 / 20 progress	Status
Patient experience	Training and education	Training programmes prepared – second stage of training continuing into next reporting period	Partially achieved and ongoing as part of 2020/21 Priority 3
Clinical effectiveness	Workshops		
Quality	Embedding vocational rehabilitation into clinical practice	System development scoped to be continued into next reporting period Dedicated intranet page and special interest groups established	

Statement of assurance from our Executive Team

During 2019/20 Ascenti provided NHS Community Physiotherapy and Advanced Physiotherapy MSK assessment and treatment services to over 20 NHS organisations. Ascenti has reviewed all available data regarding the quality of the NHS services we have delivered.



Participation in clinical audits and confidential enquiries

During the reporting period 2019/20, no national clinical audits and no confidential enquiries covered the NHS services that Ascenti provides. The local audits performed in 2019/20 are listed in Appendix 1.



Participation in clinical research

Participation in clinical research demonstrates Ascenti's commitment to improving the quality of care we offer and to making our contribution to wider health improvement.

Ascenti published a [whitepaper](#) on the effectiveness of virtual physiotherapy. This drew on the data we have captured from treating over 27,000 patients virtually between June 2019 – June 2020, including pre-COVID-19 data.



Care Quality Commission

Ascenti is required to register with the Care Quality Commission (CQC) for the regulated activity of 'treatment of disease, disorder or injury'. Ascenti has no conditions placed on its registration and there have been no inspections to report on. The CQC has not taken any enforcement action against Ascenti during 2019/20. Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period.

During 2019/20 we appointed a new Registered Manager who, supported by the Nominated Individual and Governance and Compliance Team, continues to evaluate our systems, processes and services to ensure we maintain high standards of service, compliance with CQC regulations and ensure we continue to be safe, effective, caring, responsive and well-led.



Secondary uses services

During 2019/20, Ascenti did not submit records to the 'Secondary Uses Service' for inclusion in the Hospital Episode Statistics.



Payment by results

Ascenti was not subject to the payment by results clinical coding audit during 2019/20 by the Audit Commission.



Commissioning for quality and innovation payment framework (CQUIN)

A proportion of Ascenti's income in 2019/20 was conditional on achieving quality improvement and innovation goals agreed between Ascenti and contracts incorporating the CQUIN framework. These schemes include:

- Friends and Family survey targets
- Staff friends and family survey targets
- Shared decision making
- GP education
- Sharing learning from practice
- Patient education



Duty of candour

Our Duty of Candour and Whistleblowing policies are available to all staff and are aligned with CQC regulation 20. We aim for the highest ethical standards by encouraging a culture of openness, transparency and candour throughout our organisation. To support this, we have developed specific duty of candour training for our induction and mandatory training programme. We have also integrated duty of candour triggers into our risk based complaint and incident pathways within our Datix Cloud IQ system and established dashboard reporting to have greater oversight of compliance.



Freedom to speak up

Freedom to Speak Up Guardians support workers to speak up when they feel that they are unable to do so by other routes. They ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions taken. Guardians also work proactively to support their organisation to tackle barriers to speaking up. Ascenti have an appointed Freedom to Speak Up Guardian, however the principles of Freedom to Speak Up are actively promoted by our Compliance Team and throughout our organisation through the creation of an open, just and learning culture.



Data quality

Ascenti operates management systems that ensure the quality and integrity of our data. Good quality information is essential for effective patient care and quality, through being able to measure, monitor and report upon our data.

We have a dedicated Management Information team and all members are employed for their attention to detail and analytical skills. Quality is assured via a number of procedures and ensuring all SQL queries and codes used for data retrieval from our bespoke database are peer reviewed.



Data Security and Protection Toolkit

For 2019/20, Ascenti completed our Data Security and Protection Toolkit submission and are compliant with the National Data Guardian's Data Security Standards, meeting statutory obligations on data protection and data security.

We continue our commitment to maintain both an effective ISO 27001 management system and our quarterly meetings that focus on ensuring the quality, integrity and security of our data.



Safeguarding

Safeguarding is fundamental within Ascenti and our Executive Team continue to have ultimate responsibility for safeguarding. This ensures people are protected against any risk of abuse or avoidable harm, their welfare is promoted and their human rights are respected. During 2020/21, Ascenti will be revisiting and enhancing our Safeguarding Frameworks as part of our cyclical programme of system review.

Safeguarding training

To enable us to discharge our safeguarding responsibility to an even higher standard, we have enhanced our training provision and made it available to all our clinical staff via our e-learning platform. Our mandatory safeguarding training covers:

- Mental capacity act
- Safeguarding children and young people
- Safeguarding adults at risk and vulnerable people
- PREVENT
- Child Sexual Exploitation
- Domestic violence and abuse
- Female Genital Mutilation
- Forced marriage
- Modern slavery
- Trafficking

CQC Nominated Individual statement of assurance

Ascenti remains a registered provider with the Care Quality Commission (CQC) under the Health and Social Care Act 2008. Ascenti Physio is registered as a location for the regulated activity 'treatment of disease, disorder or injury (TDDI)'.

Ascenti does not have any conditions placed on its services and the Care Quality Commission has not taken enforcement action against us during the reporting period to year ending 31/03/2020.

Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period. We are awaiting a formal CQC inspection which will provide validation of the quality and safety of care that we deliver.

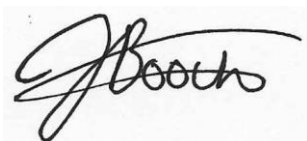
The last year has seen a lot of changes within Ascenti, these include:

- Improving systems of internal control through the implementation of an improved framework for Integrated Governance and foundations for a new Enterprise Risk Management Programme.
- Implementation of Datix Cloud IQ and finding ways to integrate risk management and reporting deeper into every part of the organisation, providing significant tools to ensure optimised reporting of risk, visibility of risk, improved responsiveness and greater levels of analysis, all underpinning the safety and improvement of our services.
- The implementation of a new digital patient survey tool and a Patient Survey Committee dedicated to understanding the experience of our patients and implementing strategies to improve experience.

In 2020/21, we look forward to further enhancing our services and systems, some of these initiatives are detailed below:

- Implementation of a new Medicines Management framework
- Review and enhancement of our Safeguarding framework
- A new Quality and Assurance Framework
- Implementation of a Business Intelligence tool linked to our Datix Cloud IQ system

These changes will ensure our regulated services are continually challenged and bench marked for quality improvement and together with our wider governance systems, ensure we deliver services that are safe, caring, effective, responsive and well-led.



Joel Booth
Chief Governance & Quality Officer

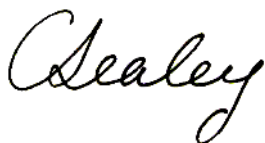
Infection Prevention Control statement of assurance

Ascenti is committed to complying with the requirements of the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

We have an Infection Control Lead and an Infection prevention and control committee (IPCC) who have regular meetings and report to the Clinical Quality and Governance Committee. Infection prevention and control is included in our induction and mandatory training programme. The IPC lead has completed annual Royal College of Nursing accredited training and members of the IPCC have also undertaken additional training.

The IPCC work within an infection prevention and control framework which provides a strategy for continuous improvement and includes: risk assessment, reviewing and developing policies based on current best practice, ensuring appropriate resources are available at the point of care, converting policy into practice through education and training, carrying out regular audits, reviewing infection control incidents and providing an annual statement to the Executive Team. This strategy has enabled the IPCC to continually improve the service.

Throughout the reporting period the IPCC in conjunction with the Communications team have raised awareness amongst all employees of the importance of infection prevention and control by promoting the following: World hand hygiene day, World sepsis day, National Flu campaign, International infection control week and the “keep antibiotics working” campaign.

A handwritten signature in black ink, appearing to read 'Sealey', written in a cursive style.

Carole Sealey
IPC Nurse

Part three

Positive patient experience

At Ascenti we aspire to achieve high standards in all we do. Understanding the experience of our patients is essential to ensure we continually meet the standards of excellent care we strive to achieve.

We gather feedback from our patients and stakeholders in a variety of ways including compliment reporting and digital survey tools. For 2020/21 we will be exploring opportunities to for capturing experience and facilitate benchmarking across sectors such as exploring the use of Trust Pilot.

Survey feedback

Survey data from 5,256 responses:



Complaints



Enhancing patient safety



Incidents

We actively promote the reporting of incidents and underpin this by creating a positive safety culture. Achieving a high level of reporting is essential for ensuring we actively identify opportunities to learn and improve our services, improving safety and satisfaction.

Incidents do not necessarily mean harm, rather a deviation from expected delivery, and can relate to matters such as procedures, policies and systems. Underpinning our incident reporting and investigation systems with 'human factors principles' provides significant advantages to the depth of technical analysis and learning opportunities we can achieve.

We recognise high incident reporting as a positive indication that our systems of reporting are effective. During the reporting period we recorded 0.17% incidents as a percentage of appointments.

Serious incidents

We have had no serious incidents during the period 2019/20.



Safety alerts

During the reporting period there were 10 CAS alerts relevant to our Ascenti services. All alerts were acted upon.

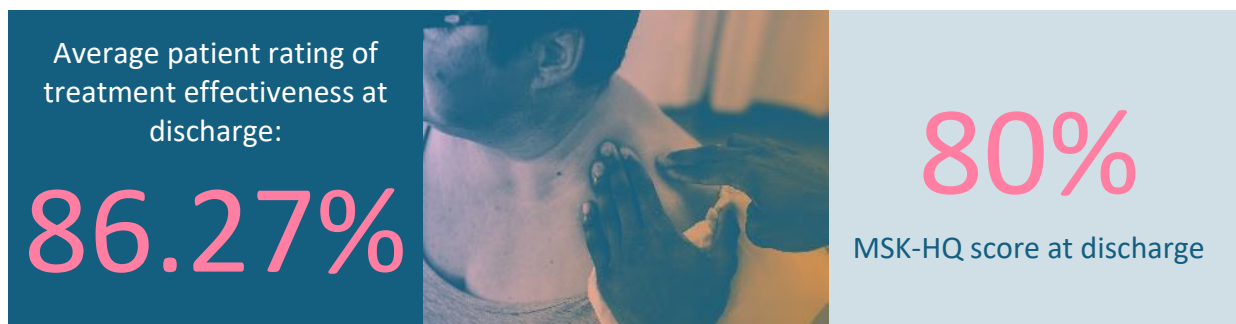
Date	CAS Alert	Action
11/07/2019	Emerade Adrenaline Auto Injector (AAI) device may have the potential for needle blockage during administration.	Had no impact on Ascenti as alternative treatment for anaphylaxis is in use
01/08/2019	Emerade 500 microgram and 300 microgram devices manufactured by Bausch & Lomb UK experiencing a short-term disruption in supply.	Had no impact on Ascenti as alternative treatment for anaphylaxis is in use
31/10/2019	Risk of harm to patients from door stops.	An alert regarding this was disseminated to the workforce. Escalated to H&S to risk assess.
12/03/2020	COVID-19 (Novel Coronavirus) Alert	Updated our Emergency Preparedness, Planning and Response: COVID-19 risk assessments and management plan
10/03/2020	COVID-19 (Novel Coronavirus) Alert	
07/03/2020	COVID-19 (Novel Coronavirus) Alert	
05/03/2020	COVID-19 (Novel Coronavirus) Alert	
03/03/2020	COVID-19 (Novel Coronavirus) Alert	
25/02/2020	COVID-19 (Novel Coronavirus) Alert	
31/01/2020	COVID-19 (Novel Coronavirus) Alert	



Risk Management

During the reporting period Ascenti progressed with the implementation of Datix Cloud IQ, a cloud based risk management tool. This has provided significantly enhanced capabilities in respect of managing feedback, incidents, investigations and risk, with cloud based reporting forms, workflow capability, root cause analysis tools and powerful reporting and business intelligence tools. Implementation has been supported by a rollout of training, a dedicated intranet page, support guides and systematic engagement with the business and key stakeholders. Furthermore, specific training on Risk Management has been provided to senior personnel including a programme on Enterprise Risk Management for our Executive Team.

Elevating clinical effectiveness



The above statistics represent patient recovery at the point of discharge. Our patients are discharged from our service at the point of being able to continue their onward recovery independently through self-management.

PROMs measure	Sample size	% improvement
EQ-5D-5L	4482	87%
MSK-HQ	4103	88%

Inspiring innovation

As one of the largest providers of physiotherapy services in the UK, Ascenti has a responsibility to ensure that we continue to find ways to advance the profession and services we provide. Through exploring new processes, systems, services and participating in research, we strive to find new ways to optimise the care we provide and create extra value for our patients and commissioners.

First-contact physiotherapy services

We have developed excellent working relationships with GP practices and Clinical Commissioning Groups and through promoting the value and expertise of our physiotherapists, Ascenti has been delivering first-contact practitioner services. By deploying our physiotherapists to work alongside GPs in general practices and providing expert assessment and treatment for patients with musculoskeletal conditions, we are creating efficiencies and improving the patient experience.

We continue to be a trusted partner to a number of GP practices around the country with many of our services continuing and being extended. We also have a number of First Contract Practitioner Services starting in 2020/21.

Our services provide rapid access to physiotherapy and expert clinical assessment services such as injections, ordering investigations and optimising referrals into community physiotherapy or secondary care, driving substantial savings.

Digitally enabled healthcare services

Following the successful launch of our end-to-end, fully integrated, digitally enabled healthcare services, we will be exploring new innovations to further enhance the accessibility and health outcomes our patients have benefit from. Such innovations being explored are dynamic digital triage tools and clinically supported self-management programmes.

Appendix 1 – Local audits

Audit	Description
Accessible information standard	Audit of our systems and services ensuring our compliance with the Accessible Information Standard.
Assurance audits	Our assurance audits provide a holistic audit of the patient journey, clinical standards and safety. This comprises an audit of accessibility, infection control, environment, patient involvement, patient experience, dignity and respect, personalised care and safeguarding.
Clinical notes	Audit of the standard of treatment notes and record keeping.
Clinical triage	Audit of clinical referral pathway decisions.
Complaints	Audit of complaints and complaint processes.
Hand hygiene	Audit of environment, equipment and compliance with hand hygiene technique, policies and procedures.
Incidents	Audit of incident and incident processes.
Infection control	Audit of the environment, equipment and compliance with infection control policies and procedures.
Information governance	Audit of data protection and information governance compliance.
Injection therapy notes	Audit of the standard of treatment notes, medicines and compliance with process and protocols.
Medicines management	Audit of the management of injectable medicines ensuring compliance with policies and processes.
New starter audits	Audit of new starter compliance, mandatory training, supervision and mentoring and clinical notes review.
NG59 audits	Audit of our treatments for low back pain patients against the NICE low back pain guidelines.
Safeguarding	Audit of safeguarding cases, safeguarding reporting processes, policies and training.
Sharps	Audit of sharps equipment, management, policy and procedures for injections and acupuncture.
Staff compliance	Audit of mandatory compliance requirements – professional registration/DBS clearance/insurance

www.ascenti.co.uk

T: 0330 678 0850

E: contact@ascenti.co.uk