

Sano Physiotherapy Ltd is an independent provider of First Contact Practitioner (FCP) services that delivers the highest quality of clinical care with best-in-class practitioner training, supervision and support.

We do not believe in a 'one size fits all' approach to FCP and our innovative services are underpinned by an agile and flexible service delivery model that can be tailored to the needs and demographic of individual Primary Care Networks (PCN).

Sano Physiotherapy deliver a completely self-sufficient FCP model that is:

- **Fully self-sufficient** and aligned to the role requirements of the PCN DES specification,
- **Flexible** to meet the demands and needs of individual PCN's and their demographic,
- **Data-driven** to provide accurate, timely and appropriate reporting to demonstrate the impact our FCP services deliver,
- **Proven to reduce patient bounce-back** into GP diaries,
- **Focussed on increasing patient satisfaction and empowerment** (our data demonstrates that **89.3% of all patients using our services self-manage with just a single contact**),
- **Reducing pressure on secondary/tertiary NHS services.**

We recruit, train and supervise our FCP practitioners to meet the HEE roadmap and offer complete service mobilisation and in-house training to PCN staff on service implementation.

What Our Data Shows

In 2018/9 Sano delivered a 12-month PCN-wide pilot study involving 1,813 referrals into our FCP service which delivered exceptional clinical outcomes:

- **89.3% of service users self-managed their MSK condition with a single contact,**
- **98.6% of all service users 'highly recommended' our FCP services,**
- **Only 9.8% of referrals required ongoing treatment via an MSK pathway/advanced skills**

Following this successful pilot, our FCP services have significantly benefited multiple PCNs by reducing the strain on GP's and secondary NHS services whilst empowering patients to self-manage their MSK conditions via rapid access to highly skilled practitioners.

Testimonials

"... mobilisation was an extremely smooth process and Sano's team have been brilliant.

They have adapted their offering to suit our vision and nothing is too much trouble."

Dawn Beadle, PCN Manager

"Sano deliver a year-round, contingent clinical service and are innovative, adaptable and proactive in their approach.

I highly recommend Sano's FCP services to other PCN's"

Dr. Sab Gogna, Clinical Director



For Further Information, Please Contact

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