

How do I complain?

In the unlikely event that you are not happy with the service we provide to you, or you have concerns about the quality of the treatment you are receiving please inform us. You should initially inform the person who is supporting you at Argent. If you remain dissatisfied with their response, you should write to "The Operations Manager" at Argent Rehabilitation. Alternatively you can send us a confidential email: issues@argentrehab.co.uk

My physiotherapist contact details:



Argent Rehabilitation

8 Bedford Park
Croydon
Surrey
CR0 2AP

T : 0844 245 4066

www.argentrehab.co.uk



Physiotherapy Services

Argent Rehabilitation provide a nationwide physiotherapy service for people with injuries to their muscles, ligaments or joints. Our staff will help co-ordinate and quality control your treatment to ensure you get the right advice and make a speedy recovery.

Our objective is to help you regain your pre-injury levels health in a safe and responsible way. If your work has been affected we will actively support you in returning to work.

This leaflet explains what to expect during a course of physiotherapy, what to bring with you and what to do if you can not attend one of your treatment sessions.

T : 0844 245 4066 www.argentrehab.co.uk
info@argentrehab.co.uk

Physiotherapy

What is Physiotherapy?

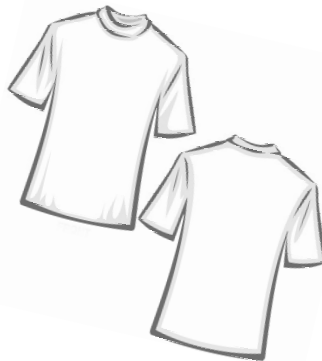
Physiotherapy is a science based health profession concerned with human movement, function and maximising potential. It uses physical approaches to maximise the body's own natural healing processes and promote, maintain and restore physical, psychological and social well-being. Clinical research has proven that physiotherapy in conjunction with home exercise is effective for treating many conditions such as whiplash, back pain, shoulder pain and other muscle and ligament type problems.

The Physiotherapist

The title 'Physiotherapist' is protected by law and can only be used by people who have completed a degree in physiotherapy and are registered with the Health Professions Council. All of the physiotherapists we use are fully qualified, registered and members of the Chartered Society of Physiotherapy, governed by a professional code of conduct and fully insured.

What should I bring to my appointment?

- ☐ Wear loose clothing such as sport style underwear, shorts and t-shirt or bring some to change into.
- ☐ A list of any current or long-term medication that you take.
- ☐ A list of any significant health problems and treatment that you are having or have had in the past.
- ☐ A list of any questions you may want to ask the physiotherapist



What happens if I cannot attend an appointment that I have made?

If for any reason you are unable to attend an appointment with the physiotherapist, you must inform Argent Rehabilitation or the physiotherapist directly as soon as possible. Ideally any notice that you are unable to attend an appointment should be given with at least 48 hours notice to enable your appointment to be offered to another patient. If you are unable to provide at least 24 hours notice that you will miss an appointment, and a charge may be applied.

What will happen during my first visit?

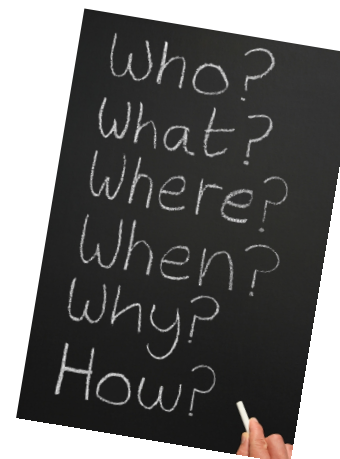
During your first visit, the physiotherapist will conduct a thorough assessment of your condition, diagnose the problem and help you understand what's wrong. This will involve the therapist asking you several questions about your injury and lifestyle, followed by a physical examination. During the physical examination of your injury it is likely that the physiotherapist will ask you to remove items of clothing and will touch your body. Wearing appropriate clothing such as sport style underwear and loose clothing will reduce the need for you to undress. If you have a preference for a same sex therapist, please let us know as soon as possible so that arrangements can be made to meet your request.



What treatments will I receive?

Following the initial physiotherapy assessment you may have follow-up sessions for treatment and ongoing assessment of your progress. The physiotherapist will work with you to develop an effective treatment plan that takes into account your lifestyle, leisure activities and general health. This will include advice on how you can help yourself.

For example, you may be shown home exercises that you can do between treatment sessions. Physiotherapy treatment techniques that may be used include:



- ☐ Advice
- ☐ Spinal Manipulation
- ☐ Joint mobilisation
- ☐ Exercise/stretching programmes
- ☐ Posture re-education
- ☐ Taping/strapping/orthotics
- ☐ Electrotherapy/Ultrasound
- ☐ Acupuncture
- ☐ Heat/Cold therapy
- ☐ Soft tissue and friction massage

Eye Movement Desensitisation and Reprocessing (EMDR):

EMDR is a relatively new but very powerful psychological technique, that is used to relieve the stress caused by experiencing or witnessing an extremely distressing event.

Deciding whether you will benefit from EMDR is the decision of an appropriate practitioner. Although it has been shown to be effective it has only limited benefits over Cognitive Behavioural Therapy and as such the circumstances under which it is used must be considered carefully. You may have a session with a CBT therapist in order to decide if EMDR is appropriate for you.

It is important to receive EMDR only from a qualified practitioner who has also undergone a complete and accredited EMDR training course.

Making a complaint:

If you have any concerns over the quality of your treatment or the service being provided to you by Argent Rehabilitation please contact The Operations Manager at the address below, or email us at issues@argentrehab.co.uk

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Croydon
Surrey
CR0 2AP
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www.argentrehab.co.uk

Counselling, Cognitive Behavioural
Therapy (CBT) and Eye Movement
Desensitisation and Reprocessing (EMDR)

argent^a
REHABILITATION
Part of the Parabis Group

Argent Rehabilitation is dedicated to providing high quality rehabilitation and return to work services for people who have suffered an injury or experienced an illness. Our objective is to help you regain your pre-injury levels of physical and psychological health. If your work has been affected we will actively support you in returning to work.

Whatever your health problem Argent Rehabilitation works to help people to regain their optimal function in a safe and responsible way.



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What are talking based therapies?

Some people can be nervous about attending their first therapy session, that's OK, this is normal and nothing to be worried about. We hope that this leaflet will go some way to re-assure you.

There are many different kinds of therapies which use talking as the means of providing help to people. Like a medicine, each technique has different uses for different kinds of problems and it is important you have the right one for your problems.

Talking therapies such as Cognitive Behavioural Therapy (CBT) are used to help people improve the way they feel. For example depression (a low mood) affects millions of people every year and CBT has been shown to be very effective in helping people recover. Talking therapies are also used to help people live with physical problems, such as long term back pain, by giving them the practical skills to cope and live a normal life despite the pain.

Argent has studied the scientific research and clinical evidence and provides only those services which are shown to be effective for the type of problem you have. The three talking therapies with the best track record for helping people are; Counselling CBT, EMDR

What will happen during my first visit?

During your first visit, the therapist may ask you questions about your problems and lifestyle. They will listen to your explanation of how you feel so that they can understand how to help you.

If you have a preference for a male or a female therapist, please let us know as soon as possible so that arrangements can be made to meet your request. The first session will typically last between 30 minutes and 1 hour depending upon the kind of treatment you are having and the therapist.

What happens if I cannot attend an appointment that I have made?

If for any reason you are unable to attend an appointment you must inform the therapist directly as soon as possible. Ideally any notice that you are unable to attend an appointment should be given with at least 48 hours notice to enable your appointment to be offered to another patient.

If you are unable to provide at least 24 hours notice that you will miss an appointment, a charge may be applied.



Counselling:

The title 'Counsellor' is used by a lot of different people. The only counsellors we recognise are those who are registered with the British Association of Counselling and Psychotherapy (BACP). This ensures that they have undergone a minimum amount of training, are properly insured and are officially recognised as a counsellor.

Counselling can be effective for helping people with bereavement, worry, distress and other social problems.

A registered counsellor will respect your privacy and only include things that are relevant to your current problem in any written reports they produce.

The number of times you visit a counsellor can vary but it is rare to have to attend more than 8 times.



Cognitive Behavioural Therapy (CBT):

CBT came into use about 40 years ago and there has been vast amounts of research conducted into its effectiveness. The National Institute for Health and Clinical Excellence (NICE) recommends CBT and it is the preferred method of support for a wide range of problems. For some problems such as mild depression CBT is as effective as medicine in helping people recover.

A CBT therapist must be registered with the British Association for Behavioural and Cognitive Psychotherapy (BABCP). To become registered the practitioner must have completed specialised training and remain up to date with the latest research.

Unlike many talking based therapies, CBT is not about just "talking things over". It is a very practical, focused and goal based therapy. It addresses the way you think and the way you behave. It is very likely that you will be given tasks or things to try in between each session, failure to do these can make the therapy less effective.

It is common for sessions to occur every 1-2 weeks. A session may last up to 1 hour and relies on you engaging with the therapist. The therapist will guide you as to how many sessions are required. CBT has been shown to be effective in managing; Depression, Obsessive Compulsive Disorders, Eating Disorders, Bereavement and Post Traumatic Stress Disorder (PTSD).



Comprehensive rehabilitation
case management and
return to work solution providers

argent^a
REHABILITATION
Part of the Parabis Group



- Formed in 2007
- Staff and company aligned to the personal injury claims process
- Winner of Rehabilitation First Awards 2007, 2008, 2009, 2010
- Core focus – returning ill or injured people to optimum function and quality of life
- Help over 25,000 people each year
- Striving to be the benchmark for best practice across the rehabilitation industry
- Holds £10million of professional indemnity insurance
- Working with employers, claimant and defendant organisations
- Delivers innovative, high quality and cost effective solutions

Introduction

Argent Rehabilitation (Argent) is an independent privately owned company created in 2007 to deliver high quality, innovative rehabilitation solutions within the personal injury sector. The company was created from the merger of two long established providers and has grown year on year since. It is now one of the personal injury industry's most comprehensive case management and return to work providers helping in excess of 25,000 people each year.

Argent delivers a diverse range of services to help people who have suffered from minor soft tissue problems such as back pain or whiplash, through to those with life changing or permanent conditions such as amputation or spinal cord injuries. Whether it is fast-track motor or a complex employers' liability claim, Argent has a portfolio of services that will support the claimant throughout their recovery.

The company's core focus is to return injured people to an optimum function and quality of life. Argent provides assistance to people in order that they can be independent and where practical, lead a normal lifestyle, which for most includes work.

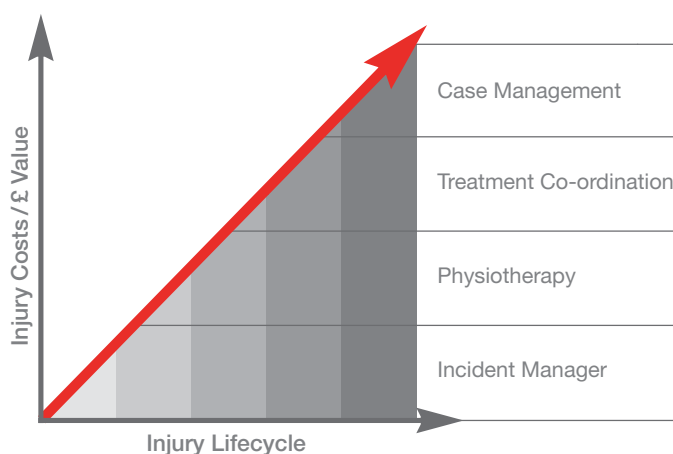
Argent staff work with integrity within a clinically governed environment to ensure that services are delivered in a safe and responsible manner.

Our goal is to become the benchmark for best practice across the rehabilitation industry, consistently delivering high quality, innovative and cost effective services.



Rehab Advisor Support

LIVE CHAT ONLINE



Physiotherapy

Nationwide consistent quality physiotherapy

Designed to positively support low value fast-track claims, our physiotherapy service delivers a consistently high quality and clinically robust service to both claimant and defendant organisations.

This practitioner led service deploys the very latest guidance for the rehabilitation of soft tissue injuries via a range of web, telephone, face-to-face and self-help interventions. Our service is supported by a clinically audited network of chartered physiotherapists operating from more than 1,100 locations. Each approved practitioner operates to a consistent service level to provide a rapid access, cost effective and

high quality physiotherapy service throughout England, Scotland, Wales and Northern Ireland.

Referrals can be made via an online portal, direct data transfer, embedded referral form or by email.

Our proprietary triage software enables Argent staff to thoroughly assess and recommend the claimant's treatment needs without the need for a medical expert's report. This clinically robust process enables both claimant and defendant customers to reduce case lifecycles and improve the injury victim's experience of the claims process.

Having identified the treatment needs

of the claimant, the triage data is electronically transferred to the treating physiotherapist, reducing time and duplication whilst improving accuracy and claimant experience. The triage data is combined with the assessment data enabling Argent to deliver comprehensive, accurate and faster reports.

Our promise:

- Acknowledgement of all referrals within one working day
- Regular audit of clinical outcomes
- Initial appointment offered within 3 working days
- Treatment reports provided within 3 days of session





"I was very impressed with Argent's clinical governance framework and the level of detail they go into when conducting audits on their files."

*Simon Locke,
Technical Manager, Admiral Insurance*

- 3.5 miles average distance travelled to receive physiotherapy treatment
- Over 90% injured person satisfaction ratings with service
- Comprehensive monthly management information
- Over 2,300 chartered physiotherapists registered
- 2,000 geographical locations across England, Wales, Northern Ireland and Scotland
- In-house physiotherapists monitor quality and effectiveness



- Nationwide service
- Transparent charging model
- Benefit from Argent's economy of scale to deliver competitive prices for adhoc purchases
- Actively managed supply chain helps to ensure quality and cost control

Treatment Co-ordination

Strategically boosting NHS services

For many injury or ill-health claims the primary task is to quickly co-ordinate and deliver specific interventions as indicated by a member of the medical community. MRI, X-Ray, CBT and common surgical procedures are all supported by this simple and efficient service which co-ordinates independent care with that delivered within the NHS.

The treatment co-ordination service will shorten the time taken for treatment delivery, avoid un-necessary expense and crucially, prevent claimants from being disadvantaged in the NHS after their claim has settled.

Argent has refined its supply chain and the process for

managing the procurement of medical services. We are able to deliver a wide range of competitively priced treatment services under the care of our dedicated treatment co-ordinators.

Treatment co-ordinators are experienced in interpreting medical expert opinions and then liaising with the injured person and the independent sector treatment provider to ensure services are delivered in harmony with the NHS.

Our promise:

- Referral receipt within one working day
- Confirmation of costs for services pre-delivery
- Detailed management information reports

Telephone Case Management

Rapid access support for less complex injuries


Designed for people requiring support during their recovery and return to work, this telephone based service delivers a dedicated case management intervention over a number of months. Telephone case managers work under the same case management principles as our face to face service and they are subject to the same levels of audit and quality control. Our team of employed case managers work with the injured person, their representatives, employer and compensator to ensure receipt of the optimum healthcare provision. This will enable the injured person to make a rapid and safe return to their normal daily activities, including work.

Telephone case managers can provide a comprehensive Telephone Immediate Needs Assessment (TINA) service for clients whose circumstances are more complex but who do not require a face to face assessment. The TINA offers a quicker, lower cost service than the face to face option, without compromising the levels of support or evaluation of the clients needs.

Clients who are supported by this service are typically discharged within 6 – 9 months of referral having been helped to recover and return to work.



- Shorter time to assessment and report than face to face case management
- Vocational advice and support for people off work < 6 months
- State benefits advice
- Rapid access to skilled case manager for advice and guidance



"Many thanks for your prompt, regular and informative updates (and the work in the background to get there). It is much appreciated by me and my Client and rather out of the ordinary bearing in mind the experience I have of other providers."

Andrea Burke, Partner, Irwin Mitchell

Rehabilitation Case Management

Nationwide, skilled, outcome focused support.

Rehabilitation case management (RCM) is focused on complex injuries or situations where it may take many months or even years for the injured person to return to their normal daily activities. At the very core of this service is the provision of face-to-face contact with the injured person.

RCM is a proactive service that commences with a detailed Immediate Needs Assessment (INA) of the injured person to establish a personalised rehabilitation action plan that both they and the case manager believe is appropriate and realistic.

Unlike medical experts, a case manager will develop a practical rehabilitation programme that meets the individual's medical, social, domestic and mental health needs. Adopting this bio-psychosocial perspective in the delivery of case management services ensures that

a person's needs are fully understood and catered for rather than just evaluated.

Our case managers are all directly employed by Argent and on average have over 8 years of case management experience each. This enables them to influence care pathways and to achieve the best outcome. All case managers operate within our clinical governance framework that includes regular audit, peer review and end user feedback.

They work with the injured person to enhance their independence and recovery through the provision of healthcare, mobility, housing, leisure and vocational services to improve a person's short-term recovery and long-term independence.

Catastrophic injuries

When catastrophic injuries occur, the person's life and that of their

family is changed forever. Argent's team of catastrophic case managers are expert at supporting injured people and their families through this most challenging of times. They understand the wider social and lifestyle impacts a catastrophic injury will have on the home, employment, immediate family members, and future care needs.

Our promise:

- Reports provided within 10 days of the assessment day
- Minimum 3 point contact at assessment – employer, NHS and injured person
- Case managers will be registered with relevant professional associations
- We will provide update reports at no more than 6 weekly intervals
- We will never commit funding in excess of our delegated authority



Incident Manager

Reducing workplace claim notification periods

Early injury notification = lower costs and higher return to work success rates.

This double award winning service enables employers, brokers and insurers to capture workplace accidents or absence events via an online accident book. This is linked to Argent's telephone case management team, the Health and Safety Executive (HSE) and any other employer approved organisation.

Using the Incident Manager application, Argent staff review every workplace event in real-time, offering employers expert advice and guidance in the management of

each injury. When appropriate they facilitate prompt access to care for the injured person to help mitigate losses for both the employer and their insurers.

Incident Manager reduces employer's liability notification times to an average of 10 days whilst simultaneously enabling insurers and brokers to proactively mitigate potential claims.

Incident Manager can be provided under the Argent brand or that of your own organisation.

The Incident Manager software will:

- Track and monitor RIDDOR events in the workplace

- Short-circuit claims notification period and overall case lifecycle
- Add value to generic employers' liability products
- Assist employers in mitigating costs and scale of public liability claims
- Facilitate rapid access to rehabilitation for injured persons
- Provide online analysis of causes of accidents, ill-health or other recorded events
- Inform the HSE and other authorities about workplace accidents
- Identify ill-health or accident hotspots

Work and the workplace

Overcoming the barriers of returning to work

Whether it is prevention of workplace injuries, assessing and adapting the workplace or finding and securing new employment, Argent has a range of services to help.

Workplace support – assessment, design and training

Following recovery, many employers require assistance in adapting or deciding whether a workplace is safe for the injured person to return to.

Working on site with employers and claimants Argent delivers a range of practical services designed to support return to work decisions e.g. Functional Capacity Evaluations or facilitate a safe return such as task re-design or graded return to work plans.

For the more proactive customer Argent provides preventative onsite training and task evaluation services to help address the root causes of absence and injury.

Employment support – old employer

When medically stable, claimants often require support in returning to work in either their previous or new role with their existing employer. Argent's case managers are experienced in helping match the individual's capability with realistic employment options. Practical return to work plans are delivered in harmony with the wider rehabilitation programme.

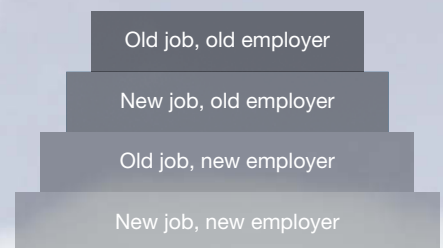
Employment support – new employer

Argent supports injured people seeking employment in the open labour market via either our Intensive Job Seeking Programme (IJSP) or an extended bespoke consultant led service.

The IJSP improves the person's job seeking skills rather than their educational or technical ability. It is a structured 3 month programme to help secure a "new job, new employer" outcome for claimants whose health condition has

stabilised and who are ready to engage with work. Following an initial face to face assessment to identify a viable job search strategy, the vocational case manager provides participants with a structured programme designed to improve their job searching skills that they will retain beyond the duration of this service.

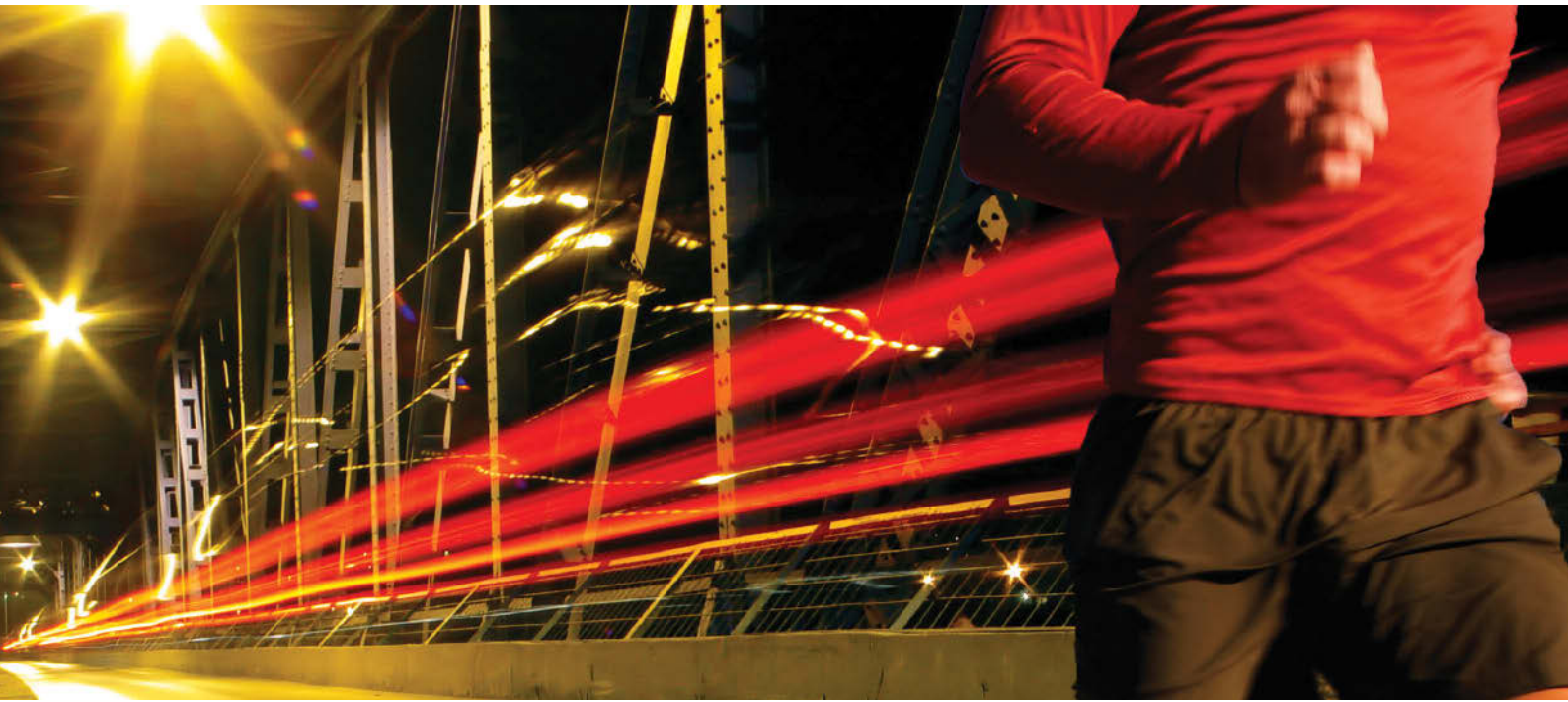
For more challenging cases Argent provides a bespoke consultancy based service to provide longer term, more in-depth support for people whose employment prospects are more complex and who may require additional educational or technical skills in order that they will secure sustainable employment.





"Clients undergoing this programme will learn that they have to treat job searching like it is their job. They will only be successful if they commit time and energy to the process."

Lucy Hartley, Team Leader
for Vocational Services at Argent Rehabilitation



Physiotherapy

Treatment Co-ordination

Telephone Case Management

Rehabilitation Case Management

Incident Manager

Workplace Assessment

Vocational Services

Intensive Job Seeking Programme

For further information about any of Argent Rehabilitation's services, to make a referral, or have an informal discussion about your individual requirements please contact:

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