

## PFO to provide online physio services to Serco's employees working in justice and immigration

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Following a successful pilot program with [Serco](#), PFO ([PhysioFastOnline](#)) is to expand access to its Online Physiotherapy Service to include the entirety of Serco's Justice and Immigration businesses in a move designed to support the wellbeing of staff.

The service, initially trialled at HMP Thameside, Derwentside Immigration Removal Centre and on the Prisoner Escorting and Courts Service (PECS), will now be available to all employees within the businesses for an initial 12-month period.

The Online Physiotherapy Service offers Serco employees the opportunity to consult with physiotherapists via video conferencing, free of charge to them. Same-day appointments without the need for a GP or management referral will be available, enabling quick access to advice and assistance for a variety of musculoskeletal conditions, breathing difficulties, pain, and women's health related conditions including joint, muscle, tendon, and ligament issues.

All appointments are confidential with data collected anonymously to identify trends that can inform future preventive measures. Employees may also receive personalised exercise plans, one-on-one online sessions, and expert advice to facilitate their recovery and promote overall well-being.

Commenting on the expanded initiative, Nicky Kemp, Head of Health and Social Care Partnerships at Serco stated, "At Serco, we prioritise the health and well-being of our employees, who strive to impact a better future in their everyday work. We recognise the demands inherent in many roles within our Justice and

Immigration operations. Through provision of the Online Physiotherapy Service, we aim to provide expedited access to quality care for our staff who work varied shift patterns which can limit their ability to get the care they need during traditional clinic hours. The service is provided for any issue, regardless of whether it occurred during work or personal time.”

Katie Knapton, CEO at PFO, emphasised the importance of addressing musculoskeletal conditions in the workplace, noting the impact of these conditions on employee absenteeism. She stated, “Online physiotherapy offers rapid assessment and personalised guidance, reducing long-term pain and suffering while potentially lowering absence-related costs. Appointments are convenient and flexible, empowering patients to schedule sessions at their preferred time and location.”

The expansion of the Online Physiotherapy Service underscores Serco’s commitment to promoting the health and well-being of its employees. It reflects the organisation’s dedication to creating supportive work environments where staff members can thrive both professionally and personally.