



ASCENTI

# Quality Account 2024/25

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# Part one

## Statement from our Executive Team

Our purpose is to help people live fuller lives. We think this is a noble goal, we think it inspires our people to get out of bed in the morning, and we think it speaks to the root goal of healthcare.

With more than 25 years' experience serving both the public and private sectors, Ascenti is a trusted partner to 9 NHS integrated care boards (ICBs) and over 400 private business.

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 2024/25 and key areas of accountability, including: safety, effectiveness of treatment, clinical quality, safeguarding and patient experience.

We are proud of our achievements through the year of 2024/2025. Our refreshed Learning and Development offering introduces all Ascenti physiotherapists to The Ascenti Way – our clinical strategy. This programme highlights the foundations of delivering a quality assessment and treatment plan, facilitating the patient journey and prioritising the customer experience. We have continued to progress our data enabled approach to clinical development, with individualised therapist dashboards driving quality outcomes. We have also prioritised our focus on digital transformation such as AI, working on understanding these tools to enrich physiotherapy sessions, allowing our clinicians to spend more time hands on with our patients.

Over 2025/26, our priorities include building on our progress in the previous year to further enhance the quality outcomes and experiences of our patients, through introducing additional levels of development and reevaluating how we use patient feedback to drive continuous improvement. We also recognise we must continue to attract and retain talent and this year we are focusing on reviewing our career offering to our physiotherapy network. We are also conducting clinic audits to ensure our clinics meet our highest standards to provide the best experience for our patients and our people. Once we are comfortable with its application, we also intend to more widely roll out AI-enabled tools such as notes transcription to support our physios. Lastly, we need to renew our Diversity, Equality and Inclusion strategy for 2025 and onwards, keeping these principles are the forefront of our organisation.

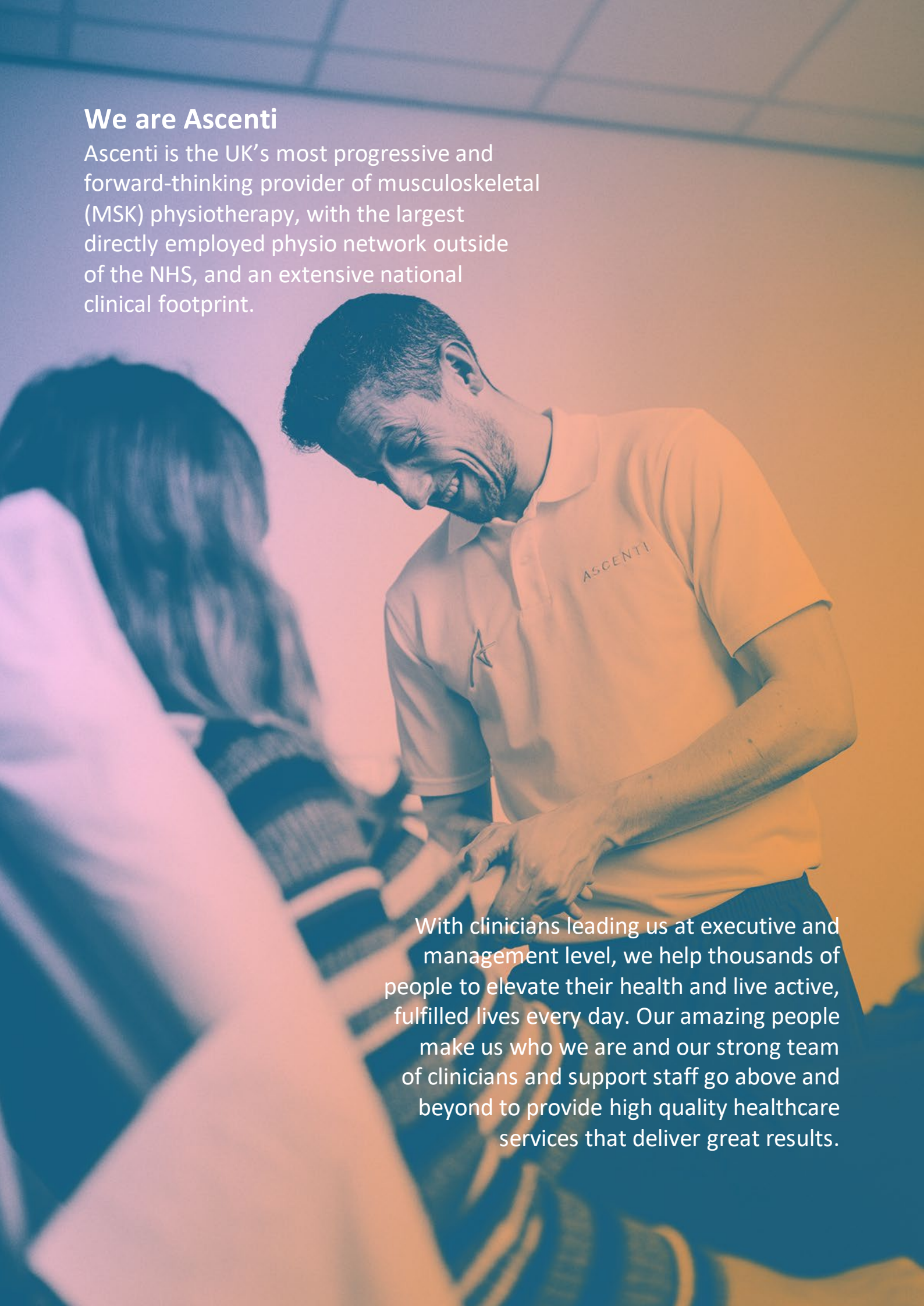
This Quality Account has been endorsed by our Executive Team and we confirm that the content reflects a balanced view of the quality of our services. We believe, to the best of our knowledge, that the information contained in this document is accurate and informative.



**Ian Thistlewood**  
**Group CEO, Ascenti**

## We are Ascenti

Ascenti is the UK's most progressive and forward-thinking provider of musculoskeletal (MSK) physiotherapy, with the largest directly employed physio network outside of the NHS, and an extensive national clinical footprint.

A photograph of a male physiotherapist in a white polo shirt with the Ascenti logo, smiling and interacting with a patient. The background is a blurred clinical setting. The image has a warm, orange-toned overlay.

With clinicians leading us at executive and management level, we help thousands of people to elevate their health and live active, fulfilled lives every day. Our amazing people make us who we are and our strong team of clinicians and support staff go above and beyond to provide high quality healthcare services that deliver great results.

## Executive Team



**Ian Thistlewood**  
Chief Executive Officer



**Kevin Doyle**  
Chief Commercial Officer



**James Clifford**  
Chief of Finance



**Sophie Harper**  
Chief People &  
Communications Officer



**Thomas Russell**  
Chief of Information  
Technology

## Clinical Quality & Governance Team



**Caitlin Miles**  
Clinical Director



**Taylor Cooper**  
Clinical Quality & Audit  
Lead



**Tara Tolan**  
Clinical Compliance  
Manager



**Lisa Bartlett**  
Head of Group Risk &  
Compliance



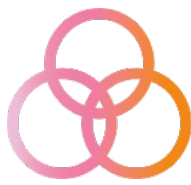
## Our values

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.



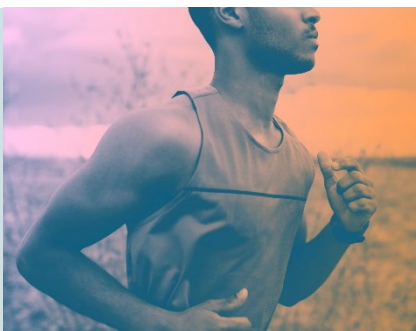
### Dependable

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

## Some headline statistics from 2024/25

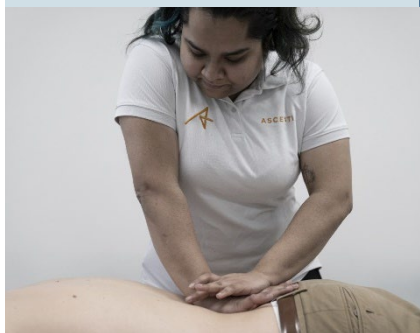
89%

average Customer Satisfaction score



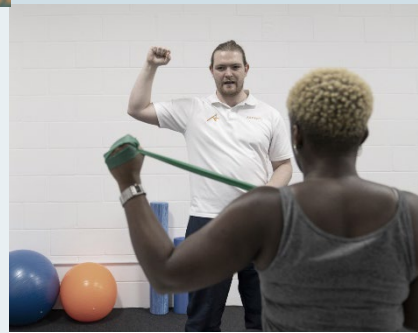
92%

of routine patients seen within SLA



9

the number of integrated care boards we worked with in 2024/25



## Ascenti clinic locations



# Part two

## Quality improvement priorities 2025 / 26

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

### Priority 1

#### Deliver a quality patient outcome

Our new Clinical Director, Caitlin Miles, has led our agenda to define, codify, and embed our clinical strategy into the network of physios we employ. Caitlin has articulated our ambitions for the experience we want our patients to receive:

"Every patient at Ascenti gets a quality assessment, a tailored treatment plan, the optimal journey and leaves our care with a great experience, telling their friends and family about us.."

We intend to further emphasise the importance the patient experience has on clinical outcomes. Throughout 2025, we will continue to build on our redesigned clinical induction that introduces the Ascenti Way - embedding customer service and clinical skills right at the start of a physiotherapist's journey with Ascenti. We have ambitions to create an additional level of learning, increasing clinician's depth of knowledge and building on the foundations laid during a therapists initial programme.

Furthermore, through developing our career pathways, we look to enhance therapist's knowledge even further, developing special interest groups and recognising the role of highly experienced clinicians. This increases the depth of knowledge within the Ascenti network, improving patient outcomes whilst providing opportunities to support and develop more junior physiotherapists.

Domain(s)	How we will achieve this	How we will measure this
Clinical Quality Team	Development of second L&D programme	Improved PROMs and PREMs by clinician
Op-Ex	Development of career progression pathways	Attrition rates, PROMS and PREMS, Employee NPS



## Priority 2

### Be a great place to work

The talent pool for physios is finite, and so we need to win the war for this talent if we want to grow our employed workforce to meet demand. Not only do we want to be the MSK employer of choice for new colleagues, but we also want to retain and develop our existing workforce, offer them varied and (where possible) flexible working patterns, and a structured career path. This is core to delivering the quality of clinical outcomes we aspire to: an appointment can only ever be as good as the physio who leads it.

With these goals in mind, we are reviewing our current career pathways to further improve our offering to our network of clinicians – rewarding performance and developing talent. We want to ensure Ascenti can provide both clinical and leadership skills to our loyal clinicians and make their future part of our plans.

In addition, we recognise that where our clinicians are based has a huge impact on their wellbeing at work. We are conducting an audit of all our clinics to ensure they are all up to the standard we expect – the rapid growth we've needed to enact to keep up with demand has meant some clinics are not up to standard so we are either changing them or relocating them – these decisions are informed not just by our own reviews but also by what patients tell us through NPS, customer satisfaction surveys, and direct contact with our physios or our contact centre.

Domain(s)	How we will achieve this	How we will measure this
Clinical Quality	Development of career pathways and development opportunities	Employee satisfaction and attrition rates
Clinical Quality & Facilities Team	Undertake network wide clinic audit	Improved patient feedback Improved employee satisfaction

## Priority 3

### Boost insights from patient feedback to drive improvement

We are exploring our current methods of reviewing patient feedback to further enhance our ability to learn and develop as an organisation. We are reviewing all forms of patient feedback including complaints, concerns, survey feedback and positive compliments and building on our current processes to enhance our continuous improvement. This will ensure we are ever evolving and continue to provide high-quality care to our patients.

In addition, how we obtain patient feedback is being reviewed, ensuring the timing and method of survey collection is optimised to hear from as many service users as possible.

Domain(s)	How we will achieve this	How we will measure this
Quality & Governance Team	Review feedback procedures and policy	Reduced complaints, improved NPS and survey feedback

## Achievements against 2024 / 25 quality improvement objectives

### Priority 1

#### Introduce a more tailored approach to Clinical Learning & Development



At Ascenti, we utilise the vast amounts of data available to us to develop a deep understanding of our clinicians performance, rewarding high standards of care whilst recognising areas for their development. We were able to build on our 2023 transformation project led by our inhouse Data Analytics and Development Teams to create an individualised Therapist Quality Dashboard. This gives our clinical leaders the ability to not only look at their area or contact performance, but drill down into individual therapists to inform their learning and development plans.

With this approach, clinicians are able to have meaningful and impactful conversations with their supervisors, leading to individualised learning needs analysis and development plans. We have seen consistent improvement in both clinical PROMS following the deployment of these dashboards, and feedback from our physiotherapy network is very positive. In addition, these dashboards can help signpost individuals to specific modules within our online learning platform, and as a result we have seen increased engagement with these resources.

Furthermore, we have introduced a refreshed L&D programme for our physio workforce: The Ascenti Way. It starts pre-day 1, stretches through a redesigned induction programme, and accompanies our colleagues as they progress and develop their experience and specialism. We want our physios to learn, develop, and have a clear path to progress with us. The Ascenti Way includes training modules on developing clinical skills – for example some of our induction content is written and hosted by a Consultant Physio to provide practitioners with a sound foundation of skills that produces confident and competent clinicians, including a consistent PROMS & PREMS delivery. But the programme also focuses heavily on the nonclinical aspect of providing care: communicating clearly, being empathetic and welcoming, treating all patients with dignity and respect, and offering personalised care every time. These themes are derived directly from the analysis of feedback we receive from patients via NPS, CSAT and compliments/complaints. Our physio performance management approach then shadows these disciplines: physios know what is expected of them, and their performance is assessed on both their clinical outcomes and their capacity to host an exceptional patient experience.

Domain(s)	Success measures	2024 / 25 progress	Status
Clinical Quality & Data	Creation of individualised therapist dashboards	Interactive dashboards launched Winter 2024	Complete
Learning & Development	Increased Engagement with online learning platform	Engagement % increased	Complete
Physiotherapy Network	Improved PROMS and PREMS by clinician	Therapist dashboard demonstrating good improvements in PROMS & PREMS	Complete
Clinical Quality Team	Refreshed L&D Programme Development	Roll out of new programme January 2025	Complete

## Priority 2



### Enhance our understanding of patient outcomes and patient experience

Through system developments, we have improved our processes to close a patients file, resulting in more planned discharges and improved efficiency in closing down files.

Planned discharges enables our clinicians to capture the discharge PROMS, giving valuable insight into the patients journey and any development opportunities for the therapist.

Closing files down more efficiently results in patients satisfaction surveys being sent as close to the end of the last session as possible.

Further to these developments, we recognise there is more work to be done to increase our survey sample and will be continuing to focus on this throughout 2025/26.

Domain(s)	Success measures	2024 / 25 progress	Status
Development	System development to support file closure	Completed Winter 2025	Complete

Product Team	Increase % in survey results	System development in place showing improvement in % sample, with further work needed	Ongoing
Physiotherapy network	Increased % of formally discharged	% formally discharged increased	Complete

### Priority 3



#### Improve the Initial Assessment Experience

We continue to have the ambition to pre-collect or pre-populate data within our system and it remains part of our IT development plan. We have prioritised our focus onto introducing AI listening tech for patient notes to support our physios spend more time focusing on the patient and less on admin. This will improve note accuracy and comprehensiveness whilst allowing the physio to do what they do best: interacting with the patient. Our trials have indicated this will be particularly impactful during the Initial Assessment. We get lots of feedback from patients and physios that capturing the required assessment details whilst at the same time building a relationship and determining an appropriate treatment path is diminished by the need to capture all this information into the system during the appointment. Our trials show us this heavy lifting can be done by the AI engine that we set rules for, that the physio then reviews, rather than creates from scratch. Allowing more time to do what counts – focusing on the patient and not on the laptop.

Whilst undertaking this development, within 2025 we have been focusing on current processes and templates, looking for opportunities for efficiencies within the physiotherapists administration processes without compromising patient care. Our documentation templates have been reviewed and undergone development to facilitate timely documentation and encourage patient rapport building during the initial subjective examination.

Domain(s)	Success measures	2024 / 25 progress	Status
Development Teams	System Development (AI)	Initial trials completed	Ongoing
Clinical Quality Team	Documentation review	Roll out of updated templates due Summer 2025	Ongoing

## Priority 4



### Diversity, Equity & Inclusion Strategy

Ascenti is committed to fostering a culture of diversity, equity, and inclusion across our organisation. We launched our DEI Strategy in April 2022 which sets out five key areas of focus: People & workplace, Talent management, Patients & services, Data & systems, and Accountability.

Each workstream is managed by a member of our Executive Team who drives the delivery of actions within it with support from senior leaders around the business. In 2024-25 a range of diversity, equity and inclusion initiatives were undertaken, which included advertising on Diversity Job boards, reviewing our internal and external recruitment process to ensure equality of opportunity, and continuing to run a range of popular campaigns across our employee engagement channels aimed at raising awareness and promoting an inclusive workplace and culture for all.

We have also improved how we collect insight that helps us to enhance the day to day experience our people. For example, we now gather feedback and scores on areas such as equal opportunities and workplace experience as part of our new 'Your Say' employee survey.

In 2024 we introduced a new operating model and as part of this change, we are reviewing our current DE&I strategy and intend to introduce a new approach in 2026. This will ensure that every department has a clearly defined local goals and plans, and that our DE&I agenda remains a priority across all levels as we continue to grow.

Domain(s)	Success measures	2024 / 25 progress	Status
Workforce  Diversity, equity & inclusion	Breakdown our bigger ambitions for the future into specific measurable and achievable targets  Define objectives and action plans across our 5 DEI domains Develop an engagement & reporting framework  Develop an engagement & reporting framework	New operating model and leadership changes in 2024 - reviewing our current DE&I strategy and intend to introduce a new approach in 2026  Improvements to the collection of employee data and insight relating to DE&I – specific questions included within the new annual 'Your Say' Employee Survey.	Ongoing



## Statement of assurance from our Executive Team

During 2024/25 Ascenti provided NHS Community Physiotherapy and Advanced Physiotherapy MSK assessment and treatment services to 9 NHS integrated care boards. 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 2024/25, no national clinical audits and no confidential enquiries covered the NHS services that Ascenti provides.

Ascenti follows an annual auditing framework to ensure standards are maintained and opportunities to develop are identified.



### 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 has supported staff with research as part of Masters and Advanced Practice Degree Apprenticeships. We have also worked collaboratively with Birmingham University to support clinical research projects and publications.



### Care Quality Commission

Ascenti is registered 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 2024/25. Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period. During 2024/2025 we provided all assurances to the CQC as part of the transitional monitoring approach.



### Secondary uses services

During 2024/25, 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 2024/25 by the Audit Commission.



### **Commissioning for quality and innovation payment framework (CQUIN)**

A proportion of Ascenti's income in 2024/25 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.



### **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 Data Analytics function within our Ascenti Digital team who have exceptional 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 the 2024/25 period, Ascenti successfully completed its Data Security and Protection Toolkit submission, demonstrating full compliance with the National Data Guardian's Data Security

Standards. This includes adherence to the National Data Opt-Out, fulfilling our statutory obligations regarding data protection and security.

We remain committed to maintaining a robust ISO 27001-certified management system and continue to hold quarterly integrated governance meetings focused on upholding the quality, integrity, and security of our data. Additionally, we have partnered with an independent third-party organisation to support our data protection efforts through regular audits and assurance of ongoing compliance.



## Safeguarding

Safeguarding is a fundamental aspect of our commitment to providing high-quality care and protecting the well-being of our patients. We believe that everyone has the right to live a life free from harm, abuse, and neglect, and our policies, procedures, and practices reflect this conviction.

As part of our ongoing dedication to safeguarding, we conduct an annual Section 11 audit to assess and ensure our compliance with the safeguarding requirements outlined in the Children Act 2004.

This comprehensive audit evaluates our processes, training, and governance structures, enabling us to identify areas for improvement and ensure we maintain the highest standards in safeguarding practices.

By consistently reviewing and updating our safeguarding measures, we not only ensure compliance with legal obligations, but also create a safe and supportive environment for our patients, staff, and visitors. Our commitment to safeguarding is unwavering, and we will continue to prioritise the well-being and safety of all those who engage with our services.

## **CQC Registered Manager statement of assurance**

Ascenti continues to be a registered provider with the Care Quality Commission (CQC) under the Health and Social Care Act 2008. Ascenti Physio is registered 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 31/03/2025.

Ascenti has not been subject to any special reviews or investigations by the CQC during the reporting period. We continue to engage with the CQC by keeping up to date with news and information on their participation platform, alongside attending webinar events. This has been useful to receive updates to the CQC as well as assurances that we are providing a safe service for our patients and staff. We have yet to receive a formal CQC inspection.

Activities during the previous year within Ascenti, has included:

- A newly appointed Pharmacist Consultant to provide their expertise in Medicines Management at Ascenti.
- Change of Registered Location to Fareham.
- Continue to support the clinical development of the injection therapists with weekly clinical sessions with our Consultant Physiotherapist.
- Regular audits have taken place of treatment notes and Central Electronic Medicines Register (CEMR) where actions have taken place to improve the service and share learning.
- Patient Group Directions (PGDs) signed off for the 2 services in Central Lancashire Moving Well (CLMW) and Hereford and Worcestershire.

In 2025/26, we look forward to further enhancing our services and systems, some of these areas for improvement will include:

- Freedom to Speak Up Policy in draft and in line with new Business Model.
- The Pharmacist Consultant will work in collaboration with our injection therapists to lead on a medicines management training module.
- Open discussion on use of Patient Specific Directions (PSD) in both services which will support training/shadowing for injection therapists to gain experience.
- Revision of our Medicines Management Policy and develop a new PGD policy.
- Introduce Quality and Patient Safety Walkabout framework and complete visits for the injection therapy clinics.
- By maintaining our development, we will ensure our regulated services are continually challenged and benchmarked for quality improvement and together with our wider governance systems, ensure we deliver services that are safe, caring, effective, responsive, and well-led.

**Tara Tolan**

**CQC Registered Manager**

## **Infection Prevention Control statement of assurance**

At Ascenti we have implemented a comprehensive infection prevention and control (IPC) framework which focuses on the requirements of the Health and Social Care Act 2008: Code of practice (the code) on the prevention and control of infections, the National infection prevention and control manual for England 2022 and the National Standards for Cleanliness 2021.

We have an overarching Standard Infection Control Precautions policy which links into additional IPC key policies including Hand hygiene & dermatitis policy, Safe management of Sharps policy and a cleaning policy. We have an IPC page on our Intranet which provides Staff with easy access to IPC policies and IPC information.

To support Staff to comply with IPC we provide equipment, products and guidance which facilitates IPC activities which includes effective hand hygiene and effective cleaning of equipment.

Our healthcare staff take part in an annual hand hygiene audit, results are used to formulate action plans and learning is shared through our communication channels which includes our e-newsletter and our Intranet.

We encourage all staff to report any IPC incidents through our incident reporting system. This has enabled us to investigate incidents promptly, take appropriate corrective actions to prevent recurrence, learn and improve.

The IPC Lead provides an annual report to the Executive Leadership team, providing assurances on ongoing IPC activities and progress in delivering the infection control framework.

We remain committed to continuous improvement in IPC measures to provide a safe environment for everyone who accesses our services.

**Tara Tolan**  
**Clinical Compliance Manager**

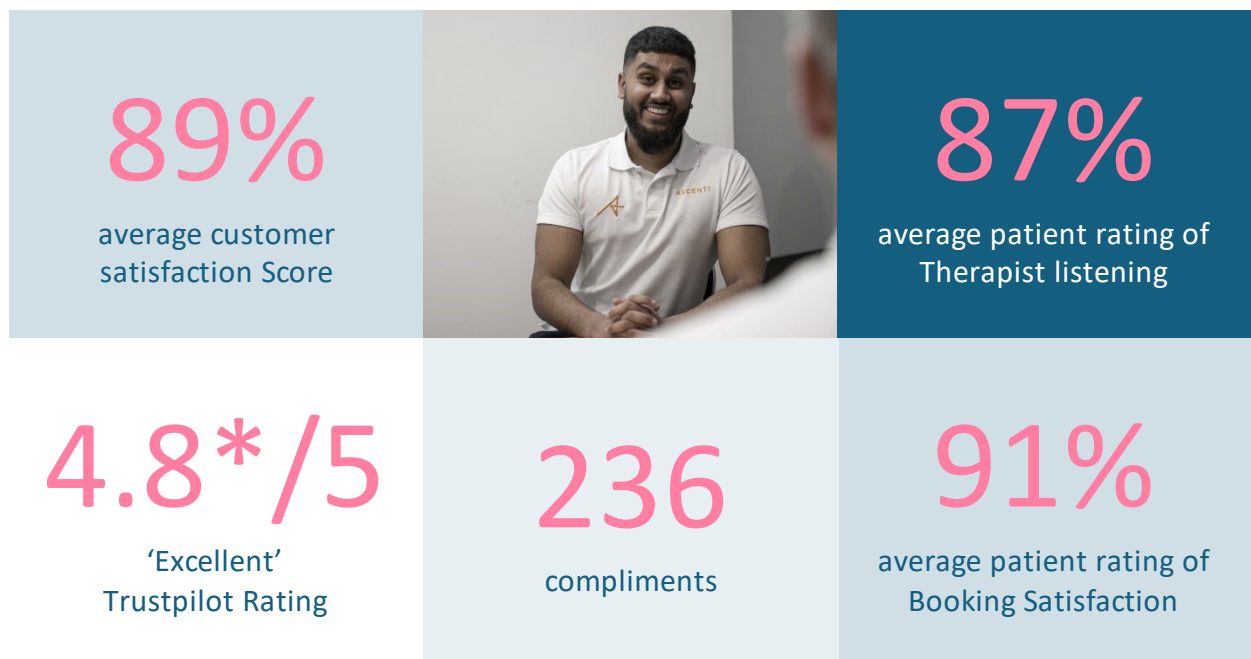


## Part three

### Positive patient experience

At Ascenti, we know how important the patient experience is on recovery outcomes. We aspire to achieve high standards in all we do and understanding the patient journey is essential to ensure we continually meet the standards of excellent care we strive to achieve.

#### Patient feedback



*"Cerys the Physio who treated me was very sympathetic and helpful. She was also very positive and encouraging and I am sure she must get very good results with everyone she treats.*

*Nothing was too much trouble and as she knew that I'm not very good on the Internet she looked up a lot of dance-related info for me.*

*I'm sure I wouldn't have recovered as well as I have from a serious ankle injury without the help of Cerys. I'm managing to walk my dog every day and have even started to do a bit of gentle dancing again."*

**NHS patient**

## NHS profile feedback

### Best physio

★★★★★

*"I have been having Physio on & off for about 20 years as I have fibromyalgia. I can honestly say that the gentleman I have been seeing is the best I have ever had. Not only was he very polite, but he also took time to explain how to do the exercises at home. It's a shame that the NHS only provides 3 visits as I feel that I was making some improvement. I highly recommend this company."*

by Miss Broadbent - Posted on 25 March 2025

### Very happy with the service

★★★★★

*"I was fortunate to be referred by the NHS to Ascenti in Croxley Green, where I was seen by Kanisha. Every session started on time. I had four NHS sessions, which were enough to provide initial treatment, exercises, and guidance to start my recovery. Kanisha was extremely helpful and respectful—she is kind, knowledgeable, and a great asset to the practice. I would thoroughly recommend Ascenti to anyone looking for physiotherapy."*

by J Parry - Posted on 27 September 2024

### The NHS physio was superb

★★★★★

*"The NHS physio I was assigned was kind, competent, and knowledgeable. I benefited greatly from the exercises she prescribed, and my condition has improved significantly in just a few sessions. I intend to continue with the exercises."*

by H Seaman - Posted on 19 July 2024

### Great physio experience in Lincoln

★★★★★

*"I was referred through NHS Occupational Health after a back injury at work and received about eight weeks of physiotherapy with Nicholaas in Lincoln. He has been brilliant—non-judgemental, a great listener, and very thorough in assessing my back. The exercises he provided were tailored and easy to follow. Thankfully, I am now back at work, pain-free, and have regained full flexibility."*

by J Burlace - Posted on 4 June 2024

## Service performance



**89%**  
Reports returned within SLA

**92%**  
of routine referrals seen  
within SLA



*"\*The Physio\* was brilliant. He was enthusiastic, friendly and knew his subject.*

*He quickly identified that it was my rotator cuff that was causing the problem and recommended some good exercises.*

*I am now on the mend and look forward to a full recovery.*

**NHS patient**





## Complaints

0.2%

Concerns as a percentage of referrals

0

Ombudsman referrals

0.35%

Complaints as a percentage of referrals

0.18%

Upheld Complaints as a percentage of referrals



## Enhancing patient safety



### Incidents

We promote incident reporting and cultivate a positive safety culture. Robust reporting levels are essential for recognising learning opportunities and improving safety and satisfaction.

Incidents, which may not always result in harm, represent deviations from expected processes and can pertain to procedures, policies, and systems. Incorporating human factors principles into our incident reporting and investigation systems enhances the depth of analysis and learning opportunities.

We remain dedicated to prioritising patient safety and providing high-quality care for our patients. Our PSIRF Policy and Patient Safety Incident Response Plan was implemented last year. Our approach to incident reporting, investigation, and learning from patient safety incidents is systematic and consistent. By adopting best practices and promoting openness and transparency, we strive to recognise risks and mitigate potential harm to our patients.

In the reporting period, we documented incidents representing 0.8% of discharges. This includes reporting unexpected clinical findings (30%), such as red flags. This positive reporting behaviour demonstrates that our staff consistently identify signs and symptoms of potential serious pathology and respond appropriately.

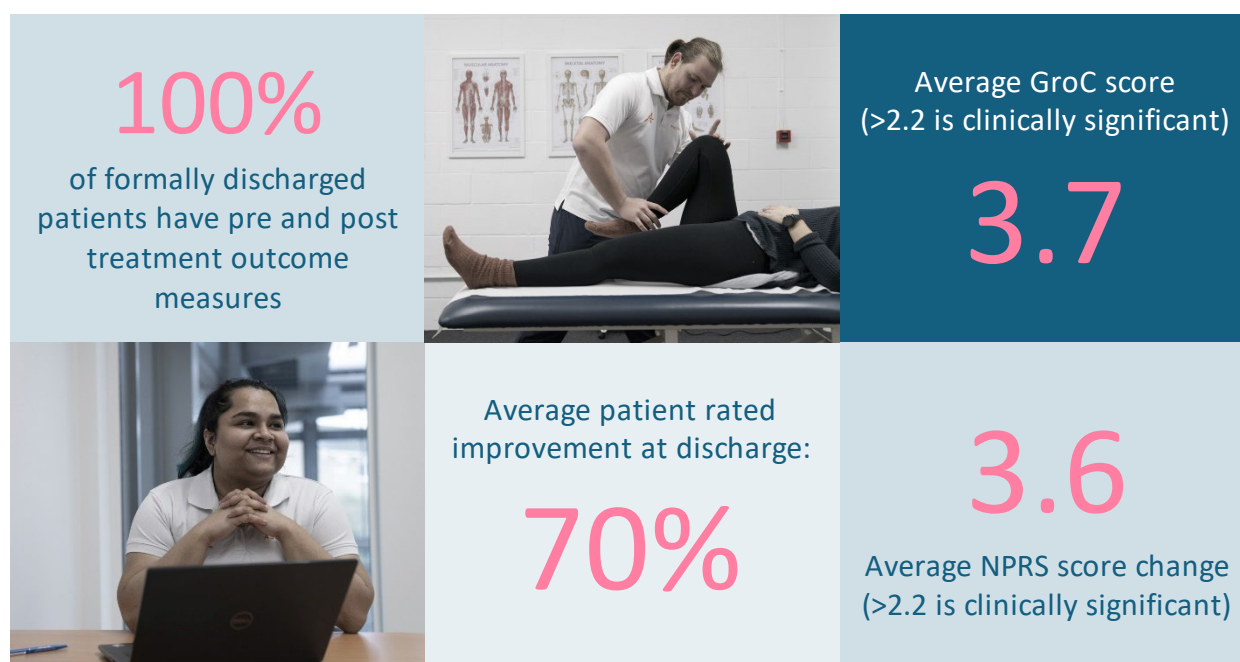


### Safety alerts

Between April 2024 and March 2025 there were no safety alerts relevant to our service.



## Elevating Clinical Effectiveness



The above statistics represent patient recovery at the point of discharge, where they are able to continue their onward recovery independently through self-management.

### Staff development

In 2024 Ascenti took on Consultant Physiotherapists Caitlin Miles (formerly of Six Physio) and Beenish Kamal (formerly of Sport Wales) who have designed and implemented a new training curriculum. With nearly 40 years of experience between them, they have been able to construct an evidence-based program for all staff at Ascenti. It aims to take away the ambiguity that exists within Physio, giving our Physios the skills needed to assess, accurately diagnose and construct effective treatment plans for our patients.

Ascenti provide staff with internal and external training opportunities with several staff in accredited programs. We have an established partnership with the University of Birmingham which has enabled some of our staff to undertake funded MSc modules. We also have several staff in other institutions completing level 7 master's programs too. Those in our APP services form a workforce of senior clinicians who take part in their own on-going program that is aligned to the APP pathway underpinned by HEE's roadmap.

In house training occurs on a regular basis and is prioritised to ensure continual development of the workforce. With the extensive bank of data that Ascenti has around their clinical performance, training programs are adapted to address any issues picked up by the system. This enables Ascenti to be agile in their approach, constantly adapting to the environment in which they operate.

We host CPD webinars every three months where external speakers are invited to deliver a session to our physios covering various topics related to their clinical practice.

**[www.ascenti.co.uk](http://www.ascenti.co.uk)**

**T: 0330 678 0850**

**E: [contact@ascenti.co.uk](mailto:contact@ascenti.co.uk)**