



ASCENTI

Quality Account 2021/22

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Part one

Statement from our Executive Team

We remain a trusted partner to over 20 NHS organisations and 400 private businesses and help thousands of people to elevate their health and live active lives every day.

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 2021/22 and key areas of accountability, including: safety, effectiveness of treatment, clinical quality, safeguarding and patient experience.

We are pleased to report on our progress made against our quality improvement priorities.

- We have successfully aligned our development pathways to the Health Education England Road Map, ensuring our existing Advanced Physiotherapy Practitioners and First Contact Practitioners can accredit their achievements, and provide a clear pathway for their professional development and also for all our physiotherapists.
- We have launched Ascenti Reach, our new digital healthcare service, providing an innovative physiotherapist supported self-management programme for our patients.
- We have made progress in shaping our Diversity, Equality and Inclusion strategy.
- We are also pleased to launch our new Quality Assurance Framework, facilitating our continuous improvement.

The year ahead...

Looking to the year ahead, and as we move forward from the pandemic, we look forward to further developing our Diversity, Equity, and Inclusion strategy, providing more opportunities for our physiotherapists to progress into Advance Practice, and to integrating with local services to enable the holistic care of patients through personalised care and social prescribing.

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.



Chief Commercial Officer and acting CEO



We are Ascenti

Over the past 4 years, we have become the leading provider of physiotherapy and selected clinical outsourcing, enabling us to help thousands of people to elevate their health and live active lives every day. We are a dynamic and progressive company with more than 20 years' experience serving both the public and private sectors.

With a national network of 300 directly employed Ascenti clinicians delivering upwards of 600,000 treatment sessions every year. Enabling people to make headway after illness and injury, step back in to work after accidents, or simply stay active and keep moving forward in their daily lives.

We're pioneering new ways of working and bringing advanced physiotherapy services closer to the nation. 90% of the UK population live within five miles of an Ascenti clinic and our digital health services, including virtual consultation capabilities, have revolutionised the way that patients access physiotherapy.



Executive Team



Stephanie Dobrikova
Chief Executive Officer



Kevin Doyle
Chief Commercial Officer
(Physiotherapist)



Adam Jarvis
Chief Operating Officer
(Physiotherapist)



Joel Booth
Chief Governance & Quality
Officer (Physiotherapist)



Sophie Harper
Chief People &
Communications Officer



Aylsa Muir
Interim Chief Financial Officer



Dan Pemberton
Chief Customer Officer

Clinical Development



Alison Day
Head of Clinical Excellence

Our Clinical Development Team is led by our Head of Clinical Excellence, Alison Day, who has overseen the creation and development of our national clinical development programme for the last four years.

Alison has acquired a deep understanding of teaching and curriculum design in both a virtual and digital learning environment, working for five years as a Lecturer at the top ranked Physiotherapy Schools within Cardiff University.

She is a qualified Physiotherapist and holds an MSc in Manual Therapy, fellowship of the Higher Education Academy and has 16 years of NHS experience as an Advanced Physiotherapy Practitioner.

Alison is supported by a nationwide team of Service Leads, Regional Development Leads and Clinical Mentors who support our network of physiotherapists and deliver our clinical development programme.

Debbie Christer
Consultant Physiotherapist

Debbie Christer has a lead role in advancing clinical practice development and education, both locally and nationally. She also assists the Executive Team on aspects relating to governance, quality, and service promotion.

She has a wealth of experience from across the NHS and independent sectors, both working clinically and leading Advanced Practitioner, First Contact Practitioner and Injection Therapy services.

Debbie qualified in 1999 with a BSc (Hons) in Physiotherapy and has since gained an MSc Module in Injection Therapy (2010), a Diploma from the Musculoskeletal Association of Chartered Physiotherapists (2007) and MSc in Advancing Practice Specialist Manipulative Physiotherapy (2008).



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 2021/22

90%

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



90%

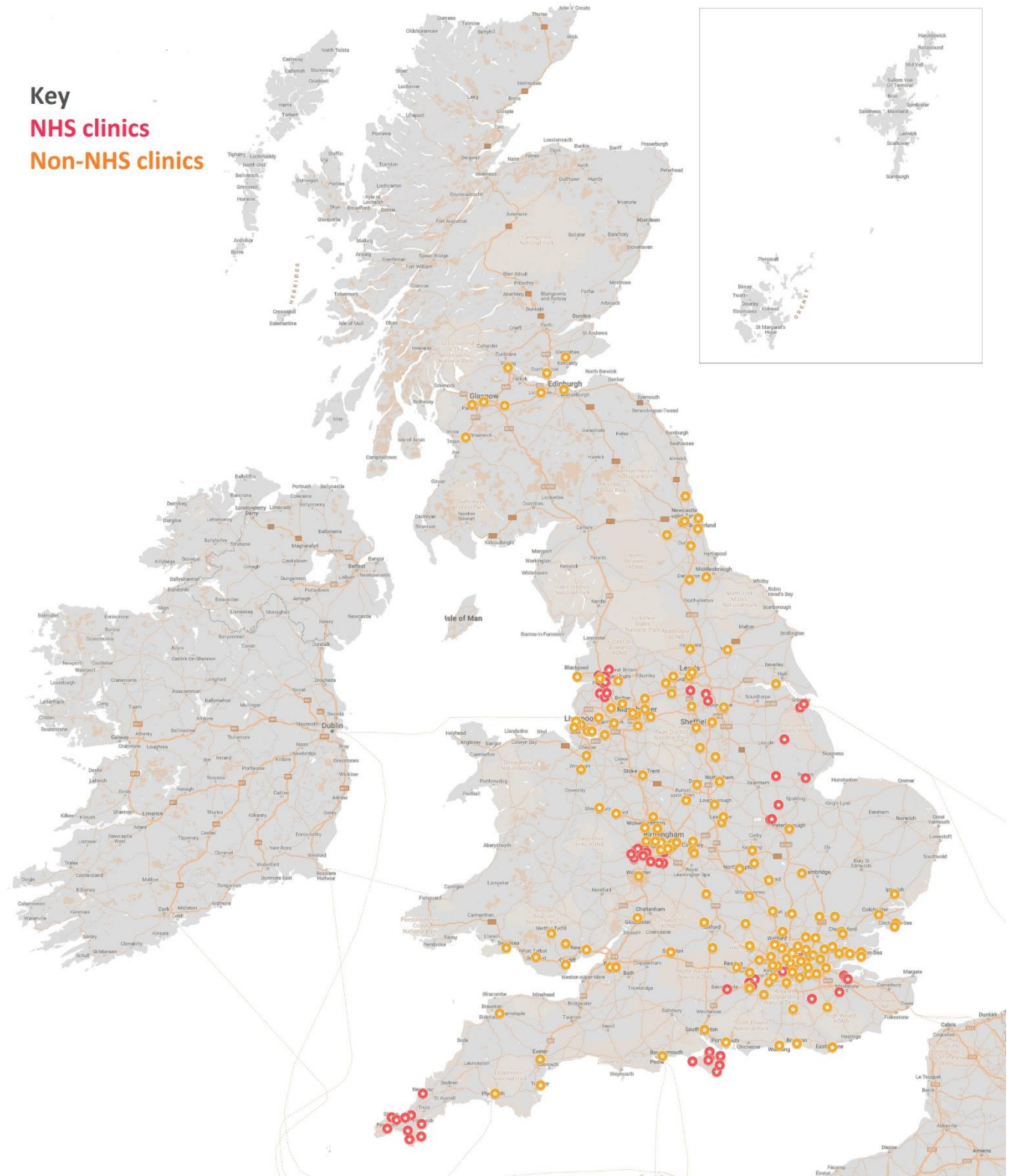
of our NHS patients rating treatment as effective or very effective

Ascenti clinic locations

Key

NHS clinics

Non-NHS clinics



Part two

Quality improvement priorities 2022 / 23

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

Priority 1

Advanced Physiotherapy Practitioner & First Contact Practitioner Development Pathways

Building on our work developing pathways aligned to the Health Education England Roadmap, in this priority we will establish development pathways, providing advancing practice opportunities for our staff. This will provide skill and career development opportunities and increase the advanced practice skills available to our patients.

Domain(s)	How we will achieve this	How we will measure this
Staff development	Define new pathways opportunities	Staff applying and successfully achieving advanced practice

Priority 2

Launching and embedding our new Diversity, Equity and Inclusion Strategy

Ascenti is committed to making diversity, equity and inclusion part of everything that we do – from the services that we deliver to how we build our workforce. As a healthcare organisation, social purpose sits at our core and we care deeply about addressing health inequalities and building an organisational culture that creates a sense of belonging for everyone. As we continue to grow, our vision is to create a better and more inclusive future at the same time. With a workplace and healthcare services that meet the needs of all people and continue to break down barriers. This strategy is designed to help us ensure that we achieve our ambitions for our patients, staff and services.

Domain(s)	How we will achieve this	How we will measure this
Workforce	Breakdown our bigger ambitions for the future into specific measurable and achievable targets	Meetings with the five workstream groups.
Diversity, Equality & Inclusion	Define objectives and action plans across our 5 DEI domains	Action plans being agreed & progressed.
	Develop an engagement & reporting framework	Progress tracking against action plans.
		Formally reporting against this strategy and communicating to staff.

Priority 3

Establish links to social prescribing frameworks

Social prescribing is part of the NHS Long Term Plan, detailing the commitment to personalised care. Social prescribing recognises that health is determined by a range of different factors, ranging from social, economic, and environmental factors. Through this priority, we will link in to local, non-clinical services, that will support individuals to take greater control of their own health and meet people's needs in a more holistic way.

Domain(s)	How we will achieve this	How we will measure this
Patient Care	Establish links with social prescribing frameworks	Monitor referrals and outcomes
	Develop social prescribing resources	Staff feedback
	Create staff awareness of social prescribing, resources and referral methods	Patient feedback

Achievements against 2021 / 22 quality improvement objectives

Priority 1

Develop pathways aligned to Health Education England Roadmaps for Advanced Practice



We have created and implemented a pathway of career progression for aspiring and existing First Contact Practitioners (FCP) and Advanced Practice Physiotherapists (APP) which is aligned to the Health Education England (HEE) Roadmaps for Advanced Practice, which ensures staff are developed and supported to gain accreditation as FCPs/ACPs on completion.

Our Consultant Physiotherapist and Head of Clinical Excellence have worked in collaboration to create a development pathway which identifies key activities, competencies, time allocation, a dedicated supervisor, and an appropriate clinic to work in.

The launch of our Ascenti APP and FCP Development Pathway in January 2022 led to a total of 27 applications from Physiotherapists interested in one of our three development routes:

- in-house,
- hybrid and
- fully academic.

Each clinician had the opportunity of a one-to-one call with Head of Clinical Excellence or Consultant Physiotherapist to discuss their needs and preferences.

Stage 1 sign-off has been successful and we await the go-live of the Centre for Advanced Practice portal to enable us to progress Stage 2 accreditation.

*I have really enjoyed the challenge of working with the HEE Roadmap to become a fully-fledged APP/FCP. I receive regular support and these sessions have allowed me to identify areas of my practice for development as well as helping provide evidence to sign off some of the advanced practice competencies. I am also able to regularly discuss more complex cases on our APP team meetings, individual discussions and weekly case conferences, listening to other's experiences and challenging cases. **Marcus***

*The APP development pathway has been amazing. I started my advanced clinical practice MSc last year in the aim of being a qualified APP by the end of my 3 years however, I was worried that I wouldn't feel ready for this role. The chance to apprentice as an APP enables me to prepare for this which has massively increased my confidence. The initial conversation when we discussed my goals and plan were amazing. The further support whilst developing into an APP has been brilliant with the weekly meetings, observed practice and supervision. I only started this 4 weeks ago and my confidence has already increased massively. This is a brilliant new pathway which I am glad to be a part of. **Alice***

Develop pathways aligned to Health Education England Roadmaps for Advanced Practice

Domain(s)	Success measures	2021 / 22 progress	Status
Learning and Development	Assigned appropriate clinicians as FCP supervisors and undertake accredited supervisor training	Successfully trained and accredited HEE FCP Supervisors appointed, as well as additional APP supervisors for those not following the FCP Pathway.	Complete
	Develop the Ascenti APP and FCP Development Pathway	Ascenti APP/FCP Development Pathway was launched during the reporting period and resulted in a positive uptake.	Ongoing-take forward into 2022/23 priorities
	Develop job plans for advanced roles	Job plans and advanced roles mapped, facilitating the hours of support and supervision needed to fulfil the HEE requirements. Further work is continuing to develop an ongoing competency framework to map progress more accurately during probation, post-probation, after 12 months etc to ensure staff progress from the Pathway at an appropriate time.	Ongoing-take forward into 2022/23 priorities

Priority 2

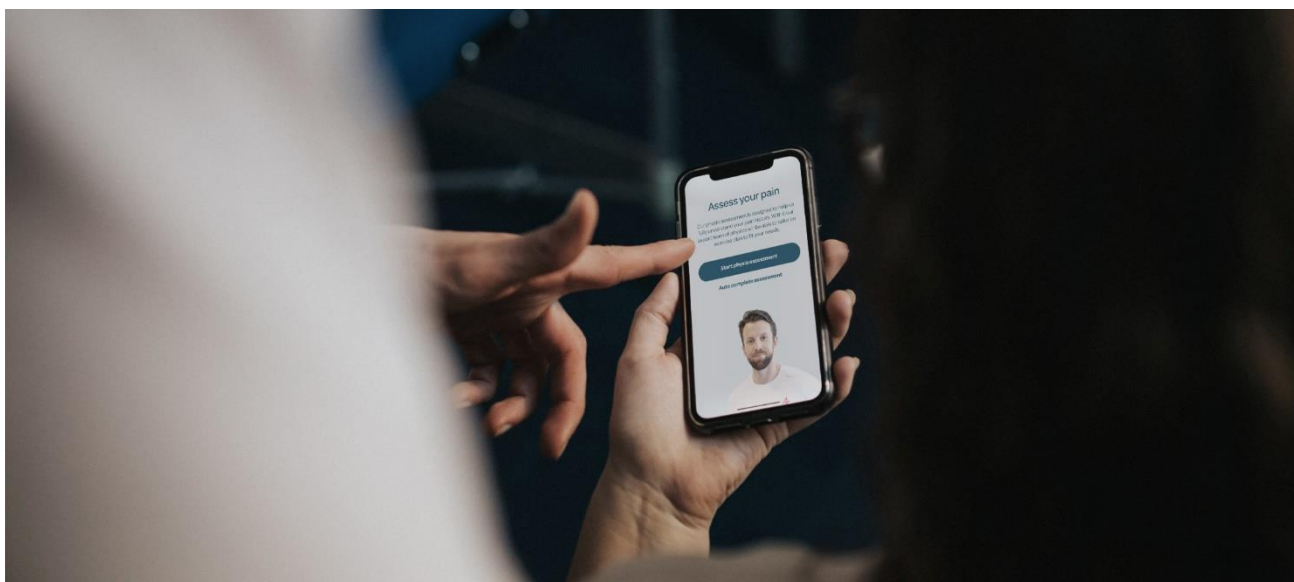


Provide innovative, effective app-based physiotherapy care for self-management

We have enhanced the ability of our patients to engage in self-management of their condition and have wider options to access care and support via digital technologies. This objective is consistent with the NHS agenda to transform health and care through technology.

During this reporting period, Ascenti has piloted our Ascenti Reach app, providing digital assessment, automated exercise prescriptions, online self-management programmes, reminders, progress tracking and direct chat interaction with a physiotherapist. Reach has been developed over the last four years and now piloted by 12,00 patients, including a group of NHS patients.

The app promotes healthy active behaviour and effective self-management, while also offering onward referral into Ascenti virtual consultations or face-to-face appointments.



The app is designed to efficiently move patients through three stages:

1. Clinical triage

Reach uses a robust digital assessment and screening process based on validated questionnaires and patient reported outcome measures. It is informed by The International Federation of Orthopaedic Manipulative Physical Therapists' (IFOMPT) international framework on screening for red flags and potential serious pathologies and by the NHS Serious Pathology Guide for Clinicians in Primary Care and has been through a rigorous validation process with the experienced senior team at Ascenti. The assessment takes patients about six to eight minutes to complete, gathering information on their pain and condition and how it is affecting their day-to-day life.

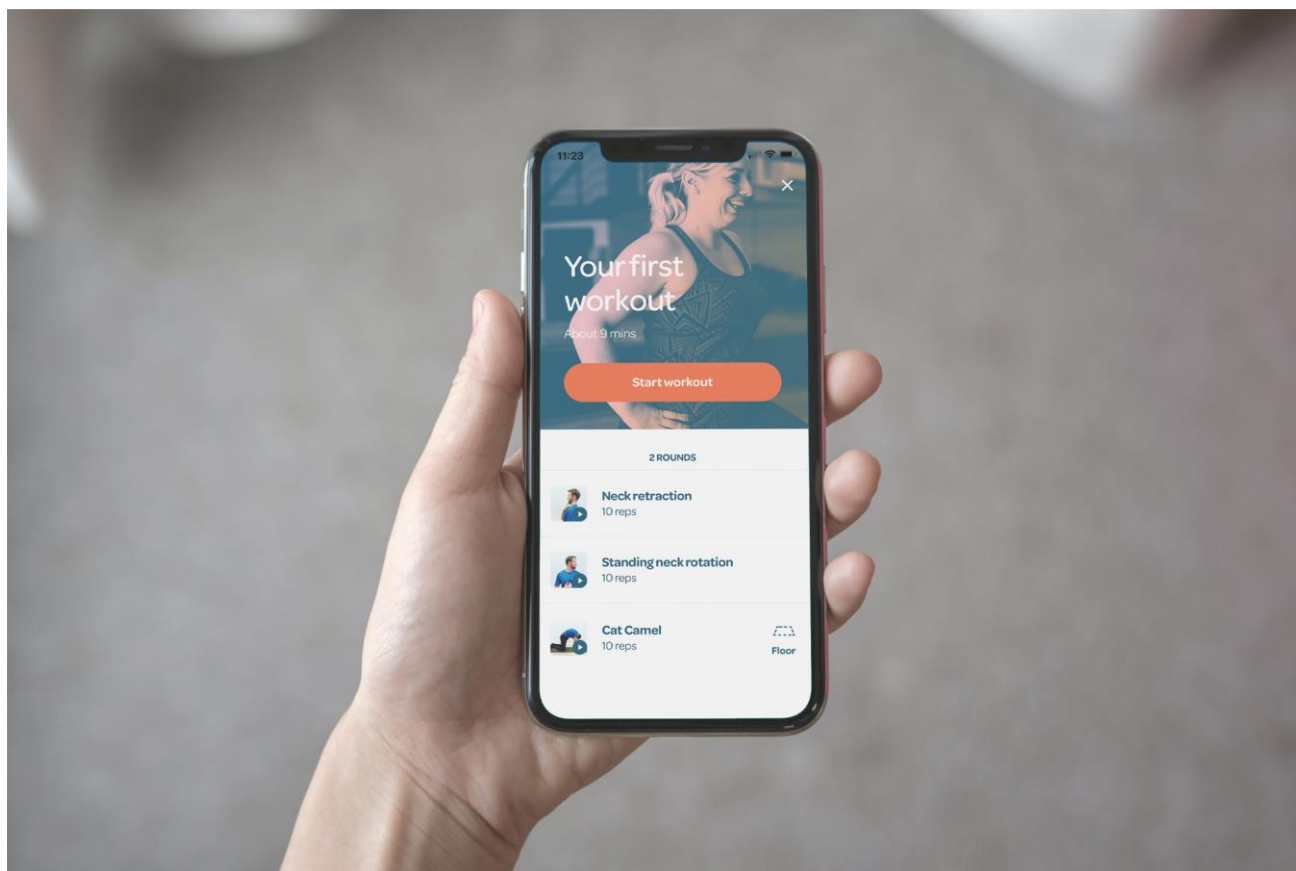
2. Analysis

Clinician-devised algorithms then assess this data to identify the most safe and appropriate pathway for each patient. There are three assessment outcomes:

- a) In cases without any signs of serious pathology, a personal exercise plan is automatically created based on assessment responses.
- b) In cases where there are some indications of serious pathology, the physiotherapist reviewing the assessment will initiate a conversation with the patient via the Chat function in the app, and use the assessment answers and any follow up information to determine the most appropriate line of care.
 - i. If suitable for supported self-management the physio will manually create an exercise plan through Ascenti Reach.
 - ii. If the physio feels the patient should see a clinician, they can be referred into a virtual appointment or in-person appointment at an Ascenti clinic.
- c) In cases where 'red flag' symptoms are detected, the patient is advised to seek urgent medical attention.

3. Rehabilitation

When the patient receives their personalised exercise programme, created, or checked by an Ascenti physio, they then move forward into the rehabilitation phase.



Patients are provided with guided videos and instructions that demonstrate how to complete each exercise on their programme. The app format means they can simply place their smartphone or tablet in front of them and follow an entire exercise programme of video workouts, with a timer or counter indicating how long they should continue for.

At the end of each workout, patients receive a celebration icon and can give feedback on their exercises - helping their Ascenti physio to adjust and progress their exercise plans as required. They're also able to track their own progress using the app's visual graphs and tools and can set exercise reminders to motivate and help them to stick to their routines.

Patients can use the chat feature whenever they want to communicate with a physiotherapist for support and guidance. Physios check in periodically to ensure that patients in their care are happy with their progress. The app also contains peer-reviewed educational material to help patients to understand their pain and condition and these are delivered at key points in their journey.

As part of Ascenti's dedication to providing patients with the safest and most appropriate level of care, Reach has an escalation process where patients requiring additional support are offered a virtual appointment or onward referral to one of Ascenti's clinics nationwide. This is available at any point in the patient's journey.

NHS Trial

During the reporting period we conducted a small trial of Ascenti Reach as part of a wider NHS Integrated MSK service. 44 patients used Ascenti Reach - here are the key statistics from that trial:

38% Average improvement in pain score	15.1 Average time per workout (mins)	12.5 Average number of chat interactions
1208 Exercises Completed	'Excellent' Average treatment satisfaction rating	

Whitepaper

In addition to our NHS Trial, we have conducted an observational study of 1,010 patients who were referred to Ascenti after experiencing neck, back or knee pain and their treatment journeys were mapped over a 12-week period. We have published the results of our study in our whitepaper ['Unlocking physio-supported self-management through digital advancement'](#).

Provide innovative, effective app-based physiotherapy care for self-management

Domain(s)	Success measures	2021 / 22 progress	Status
Service evaluation	Audit and evaluation of app-based care.	Small scale trial conducted followed by study of 1,010 patients.	Completed (ongoing evaluation)
Learning and Development	Develop a training manual	We have developed a training manual for those physios using the dashboard.	Completed
Product Development	Clinical review of digital assessment and rehabilitation against up-to date evidence.	Digital assessment based on serious pathology guides and subject to external medical expert review.	Completed (ongoing evaluation)

"I have had muscle pain issues in my back for many years and have had different exercises from various health professionals. I was looking for a new set of physiotherapy exercises that were focused specifically on the back issues that I have now.

Ascenti Reach did exactly this and they modified exercises when I had difficulty. The videos explaining how to the workout are very clear. It is an excellent app."

Ascenti Reach app user



Priority 3



Integrate equality, diversity and inclusion with our social and sustainability strategy (SASS) to develop one effective system

Ascenti is committed to making diversity, equity and inclusion part of everything that we do – from the services that we deliver to how we build our workforce. As a healthcare organisation, social purpose sits at our core and we care deeply about addressing health inequalities and building an organisational culture that creates a sense of belonging for everyone. As we continue to grow, our vision is to create a better and more inclusive future at the same time. With a workplace and healthcare services that meet the needs of all people and continue to break down barriers.

Through this quality priority, Ascenti has further enhanced our work and systems in these areas and built upon the work already undertaken. During the reporting period we integrated our systems and have jointly shaped our Delivery, Equity and Inclusion Strategy, and the intention is for this strategy to make diversity, equity and inclusion part of ‘everybody’s everyday’ and not just a document that sits on the side-line.

To help us breakdown our bigger ambitions for the future into specific measurable and achievable targets, we have focused our plans into five key workstreams.

- People & workplace
- Talent management
- Patients & services
- Data & systems
- Accountability

A three-year plan for each workstream has been established, engaging with staff across the business to canvas their observations, thoughts and ideas of goals to work towards - a set of specific objectives will be agreed by an employee forum set up to shape progress in each area. The strategy and the goals within it are co-owned by all managers and employees Progress is then tracked as part of regular Executive meetings and forums, ensuring that we are accountable for delivering against our goals.

As we continue to grow, we will also develop our systems and ways of working to ensure that we can effectively monitor diversity, equity and inclusion at Ascenti and how we are performing in relation to our goals.

Integrate equality, diversity and inclusion with our social and sustainability strategy (SASS) to develop one effective system

Domain(s)	Success measures	2021 / 22 progress	Status
Patient experience Staff experience	Delivered against our Equality, Diversity and Inclusion Delivery System (EDIDS) Project Plan.	SASS is embedded in our code of conduct.	Completed
	Embedded EDI and SASS topics into our frameworks, policies and contract reviews.	As part of the SASS programme, all HR policies have been relaunched embedding DEI principles and practices.	Completed and on-going
	Carried out accreditation and standards in EDI, delivered a best practice or innovative initiative that truly delivers for our patients and staff.	This is being carried forward as part of our DEI strategy.	Ongoing-take forward into 2022/23 priorities
	Covered EDI and equal opportunities as part of talent management at Ascenti and created a programme to coach and mentor rising talent.	Principles for creating diverse teams and providing opportunities for everyone have been embedded into our talent management processes. Our talent management and acquisition processes are designed to ensure they are fair for all. We have a robust approach to managing salaries and addressing pay gaps at Ascenti, with transparent grading structures and processes that ensure equity and rigour around decision making, and equity of opportunity for all when it comes to salary and career progression.	Completed and on-going

Priority 4



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 have enhanced our existing Quality and Assurance Framework, defining a diverse set of standards and expectations we set ourselves across our organisation. Our new framework defines how we measure and gain assurance that we are meeting our own high expectations and those of our patients, customers, and other stakeholders.



Domain 1 – Patient Care

Enhancing people's experience of healthcare is of paramount importance. It is not a one off-process or the responsibility of a single department or person. Rather it is a continuous cyclical process that continually evaluates experience, quality and effectiveness - some of which can be measured and others not. We are dedicated to continually improving our services and ensuring we provide:

- **Safe Care:** The patient's safety comes first.
- **Timely Care:** Patient care will be delivered in the most-timely manner possible.
- **Effective Care:** Patient care will be based upon the best science available.
- **Efficient Care:** Patient care will avoid waste of time, money, and resources.
- **Equitable Care:** Access to care will be provided to all in an equitable manner.
- **Patient-Centred Care:** Patients will participate fully in care decisions.

Domain 2 – Our People

We value all of our staff and the patients they care for every day. As the face of Ascenti, it is important that we support a diverse, skilled, competent and caring workforce, to deliver safe care, effective care, great outcomes and positive patient experience. The experience of our staff is also of utmost importance to Ascenti.

Domain 3 – Our Clinics

The quality of our estates is an essential component of the care we provide and the experience of our patients and employees. We strive to ensure our patients are provided care in safe, accommodating, clean and accessible facilities.

Domain 4 – Our Customers

Ascenti prides itself on delivering the best service for our patients and our referring commissioners and exceeding their expectations.

Domain 5 – Our Company & Leadership

Quality and clinical governance is not just the responsibility of clinicians but also that of the organisation in all areas of business operations (e.g. clinical, corporate and financial) and at all levels (e.g. front-line clinicians, operational staff and the Executive Team).

Domain 6 – Innovation and Research

As one of the largest private physical, mental health and functional assessment providers 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.

Each quality domain has a series of defined quality statements and assurance measures. These set out our priorities to focus continual quality improvement, facilitate auditing of our services against these standards, facilitate measurement of care, and facilitate a transparent framework against which we can demonstrate delivery and seek assurance against defined standards.

Develop an enhanced Quality and Assurance Framework			
Domain(s)	Success measures	2021 / 22 progress	Status
Quality	Defined quality domains	Six domains defined	Completed
Effectiveness Culture	Mapping quality across our business,	Each domain has a series of assurance measures	
Integrated Governance	Define quality statements and link with our company values.	Each quality domain has a series of individual quality statements defined and is linked to our values	

Statement of assurance from our Executive Team

During 2021/22 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 2021/22, no national clinical audits and no confidential enquiries covered the NHS services that Ascenti provides.



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 published a [whitepaper](#) on the effectiveness of Ascenti Reach, our end-to-end clinically-led 'Supported Self-Management' app, and supported staff with research as part of Masters and PhD programmes.



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 2021/22. Ascenti has not participated in any special reviews or investigations by the CQC during the reporting period. During 2021/22 we provided all assurances to the CQC as part of the transitional monitoring approach during the COVID-19 pandemic.



Secondary uses services

During 2021/22, 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 2021/22 by the Audit Commission.



Commissioning for quality and innovation payment framework (CQUIN)

A proportion of Ascenti's income in 2021/22 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. During the reporting period we have made significant enhancements to our whistleblowing policies and procedures, including the appointment of an external whistleblowing line.

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 a 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 2021/22, 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. This includes our compliance with the National Data Opt-Out.

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. We have also engaged a third party organisation to assess our Data Protection framework, auditing and ensuring our ongoing compliance.



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 2021/22, Ascenti enhanced our Safeguarding Frameworks as part of our cyclical programme of system review. Our enhanced framework includes:

- A new Policy Framework
- Additional individuals with Designated Safeguarding Lead training
- New toolkits to improve access to safeguarding and consent guidance

During 2022/23, we will be relaunching our intranet pages and compiling additional resources.

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 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 31/03/2022.

Ascenti has not been subject to any special reviews or investigations by the CQC during the reporting period. During the COVID-19 pandemic we have worked with the CQC to provide full assurances as to the safety of our services to patients and staff under the CQC Transitional Monitoring Approach.

Quarterly calls with our relationship manager were completed to demonstrate strong links with the key lines of enquiry, provide evidence, and allow for open discussion and questions related to the regulated activity. We await further information on the new regulatory model and how we will continue to demonstrate adherence and compliance with the key lines of enquiry. 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:

- Introduction of new local Standard Operation Procedures for areas delivering injection therapy. To ensure we manage risk, stock levels, service delivery by completing notes audits and security
- Introduction of a new Central Electronic Medicines Register.
- Trial a 6-week post-injection follow-up to record changes following the injection, any adverse effects and monitor the efficacy of joint injections. This allows individual contracts to demonstrate to CCG's the benefits of the service plus help to inform individuals own continual professional development as injection therapists.
- New weekly clinical support sessions as a forum for all our Advanced Physiotherapy Practitioners and First Contact Practitioners, providing peer support and clinical support from subject matter experts in Clinical Pharmacy and Orthopaedics.
- In 2022/23, we look forward to further enhancing our services and systems, some of these initiatives include:
 - A new injection therapy framework to inform decision making of on-boarding new injection therapist, how we continue to support these individuals whilst working at Ascenti and ensure they continually develop as injection therapists. This would include introduction of possible clinical support days/workshops for our Injection Therapists and Advanced Physiotherapy Practitioners to enhance clinical practice, promote clinical discussion and overall improve the regulated activity delivery for the service users.
 - Revised injection clinic inspection forms to demonstrate compliance with CQC standards.
 - Continue to improve and develop the 6-week post-injection follow-up records. To ensure the data collected demonstrates the performance of injection therapy and compliance with the CQC's key lines of enquiry.

These changes 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

Ascenti is committed to complying with the requirements of The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance.

Our Infection Control Lead attends annual IPC training, the course is accredited by the Royal College of Nursing. The course builds on the IPC Leads existing knowledge base and includes topics on: standards, evidence- based practice and achieving compliance. Our staff undertake induction and mandatory IPC training.

Ascenti has developed an IPC framework to ensure that high standards of infection prevention are maintained and monitored. The framework includes:

- risk assessment
- policies and standard operating procedures
- a procurement process
- resources at the point of care
- communication, education and training
- audit and evaluation
- incident reporting and feedback
- the IPC Lead provides an annual statement to the Executive Team.

Throughout the reporting period the Governance and Quality Team have continued to review COVID -19 guidance from the government, local authorities and regulatory bodies. We have based our decisions and adapted our practices accordingly to maintain patient safety. Our dedicated IPC education resource hub has provided information and raised awareness on Hand hygiene, cleaning, COVID-19, Flu, PPE, vaccination and further IPC issues.

Infection prevention and control has a high profile within Ascenti which is partly achieved by including IPC within Governance meetings, in the Risk Audit & Compliance committee and the Health & Safety/Facilities committee. We work collaboratively with each other to continually make improvements.

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.

Survey feedback

The following patient statistics are for the period 2021/22 and therefore includes the period when our services were operating during the COVID-19 pandemic:



"I received manual therapy treatment which gave almost instant relief, and following the massage I noticed considerable pain improvement. I was also prescribed exercises to do daily and by doing these consistently I noticed further gradual improvement."

The treatment I received from Ascenti has massively improved my working life and has made it possible for me to keep on working. Due to being quite active I have seen many physiotherapists over the years. Some have been very good but my experience with Ascenti has been by far the best."

Martin, age 52

Complaints

0.11%

concerns reported as a percentage of appointments

0.28%

complaints reported as a percentage of appointments

37%

not upheld

Compliments

107

Compliments formally received from patients

4.5/5

Trustpilot Score

Elevating clinical effectiveness

88%

of patients offered outcome measures pre-treatment

Average patient rating of treatment effectiveness at discharge

90%

Percentage recovery at discharge:

74%

MSK-HQ change score

9.6

(5.5 minimal clinical important difference)

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.

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 0.29% incidents as a percentage of appointments.

Serious incidents

We had one serious incident during the reporting period 2021/22. This was investigated, resulting in lessons learned and shared with the commissioners.



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
09/06/2021	Personal protective equipment and heat: risk of heat stress	Review of risk assessment, guidance issued to all staff
19/05/2021	Drug safety Update May 2021	Governance review
13/08/2021	MHRA Update on Covid 19, guidance for industry	Reviewed risk assessments and standard operating procedures
28/11/2021	Update on COVID-19 Variant B.1.1.529	Reviewed risk assessments and standard operating procedures
07/02/2022	Professional responsibility to reduce risk of COVID-19 infection to patients	Reviewed risk assessments and standard operating procedures
17/05/2022	Change in communication for medicines supply issues	Governance review



Risk Management

During the reporting period Ascenti has:

- further developed our risk management tool, Datix Cloud IQ - making enhancements to functionality, reporting and data visualisation capabilities;
- enhanced our incident management procedures, defining and documenting our risk-based pathways and developed a new policy;
- implemented a new investigation reporting format;
- enhanced our complaint management and risk-based pathways, developing a new policy; and
- enhanced our safeguarding procedures embedding risk-based pathways, developing a new policy.

Inspiring innovation

Personalised care is where people have more choice and control over how their care is planned and delivered. It's designed to empower patients with the knowledge, skills, and confidence to manage their own health more effectively.

Used correctly, clinically-led digital health tools can support the delivery of key components of personalised care, such as Shared Decision Making (SDM) and Supported Self Management (SSM). The Kings Fund states: "Technology can improve access to information to enable better decisions about what will work for an individual and can enable individuals to have more control and knowledge about their health."

Following the launch of our Ascenti Reach service, we will continue to evidence the effectiveness of our digital services, evaluating outcomes, safety, experience, engagement, accessibility and cost effectiveness.

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