

Impact report 2024/25



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Glossary

AHPS

Allied Health Professionals Suffolk CIC

BANS

Back and Neck Service – the specialist spinal interface service operating in Suffolk

MSK

Musculoskeletal – relating to bone, joint or soft tissues

MSK-HQ

Musculoskeletal Health Questionnaire: a patient reported outcome measure which measures the musculoskeletal health of a person at the time they complete the form and provides a score which can be reviewed over time

EQ-5D-5L

EuroQol 5 dimensions 5 levels – a patient reported outcome measure which measures the health-related quality of life of that person at the time it is completed and can be reviewed over time

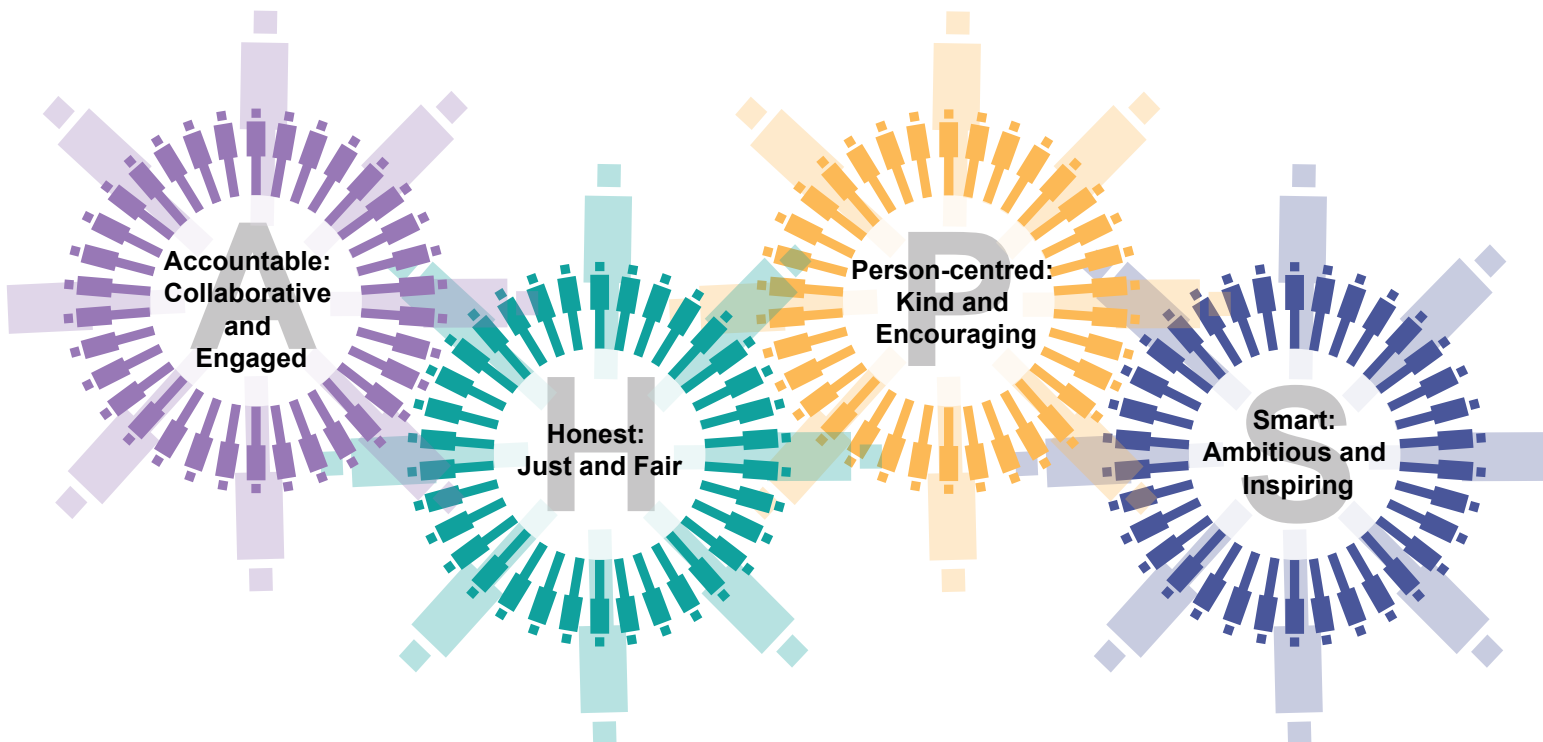
CO₂e

Carbon dioxide equivalent - a unit of measurement used to express the global warming potential of different greenhouse gases in terms of carbon dioxide. It allows for the comparison and aggregation of various greenhouse gas emissions, such as methane and nitrous oxide, into a common metric.

About AHPS

Allied Health Professionals Suffolk CIC is a independant healthcare provider of community services in Suffolk. We are a Community Interest Company and Social Enterprise meaning we are committed to care that benefits our local citizens and reinvest any profits back into our communities. We currently provide musculoskeletal, specialist spinal and pelvic health services in Suffolk

Our aim and purpose as a staff-led social enterprise is to provide high-quality, accessible health care at the point of need to help people return to optimal health and stay healthy. We work with our staff, patients and commissioners to develop a continually improving range of services to meet their needs effectively and efficiently.



Accountable:
Collaborative
and
Engaged

Honest:
Just and Fair

Person-centred:
Kind and
Encouraging

Smart:
Ambitious and
Inspiring

Our philosophy and our values are to ensure our patients' needs are at the centre of everything we do by delivering evidence-based, effective care and treatment. We have developed a responsive, needs-based service, focused on delivering individualised patient care that retains dignity and respect for all. In doing this we provide our staff with the means to maintain the highest professional development standards. We act with pride and integrity; we are open and honest and enjoy our work.



Statement from Jo Douglas

Welcome to the AHP Suffolk CIC Impact Report for 2024/25.

It has been a busy year with challenges and opportunities in equal measure and I am delighted by the way our teams have supported and enabled our patients to continue to improve and developed lasting partnerships with other providers in and outside our systems. This work will enable us to move forward positively in the coming years.

Our activity continues to increase and we are actively developing new ways of managing growth within our existing resources, necessity being the mother of invention – or should that be innovation? We are proud of the level of response we provide day in and out with our patient services coordinators answering calls swiftly and our patients seen by the clinical team with 10 days for patients with urgent conditions, and 20 for those triaged as having more routine issues. Our patients are learning to actively manage their own conditions, with our advice and guidance, enabling our clinicians to focus on those with greatest need.

Patients continue to benefit from the outcomes of interventions and management, and we evidence the level of improvement using several nationally validated tools. We have been recognised for our work and innovations – more of that inside this report.

Overall, it has been another great year making me and the Board of AHP Suffolk CIC proud to be part of the organisation.

Jo Douglas
Chief Executive
Allied Health Professionals Suffolk CIC



**“it has been
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Jo Douglas
Chief Executive

Statement from Ed Garratt

I wanted to express my gratitude to Allied Health Professionals Suffolk CIC (AHPS) and to congratulate them for another successful 12 months. Allied Health Professionals Suffolk CIC is widely regarded as a high performing and well-respected organisation which has built up a strong reputation for providing high-quality, accessible healthcare for local people.

Patients hold the organisation in high regard. I read with interest that many people who had experienced services from AHPS were very positive, with a 92% positive rating on the Friends and Family Test. This test asks patients to rate their experience of NHS services and to leave comments. It is therefore not surprising that demand on the service has risen by 5% over the past year with many patients experiencing good clinical outcomes. Another interesting figure worthy of note is that over 70% of patients living with musculoskeletal conditions say their health has improved after receiving care provided by AHPS.

My GP colleagues also value the services and support. Increasing numbers of patients who have self-referred have been seen by the teams of hard working clinicians and professionals without the need for a GP appointment. This saved over 15,000 appointments which were later used for more urgent cases.

AHPS is also leading the effort locally to develop the workforce of tomorrow. It has hosted 50 student placements and supported lecturing at universities across the east of England. This is a clear demonstration of their commitment to learning and development.

Congratulations again to our partners at AHPS for a highly successful 12 months and I look forward to working with you as vital partners within our health and care system over the next year.

Ed Garratt
Chief Executive
NHS Suffolk and North East Essex ICB



92%
**Positive rating on
the Friends and
Family Test**

15,000
**GP Appointments
Saved**

50
**Student
Placements
Hosted**

Activity

2024/2025 has been our busiest year ever accepting more referrals, seeing more patients and helping more patients than ever before. All of this whilst maintaining short waiting lists and excellent patient experience.

Referrals

We accepted **95,659** referrals into our single points of access, **77,674** of these were accepted into community services supporting the NHS national target to deliver more care in the community and closer to home.

Compared to 23/24 this was a **4.8%** increase for the MSK and Pelvic Health services.

95,659
Referrals

Self-Referral

48,298 Suffolk citizens completed a self-referral to AHPS in 24/25. This was **67%** of all our referrals!

32% didn't need to see their GP before referring because self-referral was available.

This saved over **15,000** GP appointments or equivalent to **£650,000** of GP activity.



 **Refer**



Calls

Our phone lines have been busy supporting patients in booking and changing appointments. We took **127,093** calls and most were answered in less than **25 seconds**.

We also introduced online appointment cancellation in 24/25 to further free up un-needed appointments, something our patients told us they appreciated.

Self-management

Over **17,000** people were able to manage their own conditions following a referral and didn't need to accept an initial appointment.

This helps us make the most of our NHS funding and help as many people as possible.

Contacts

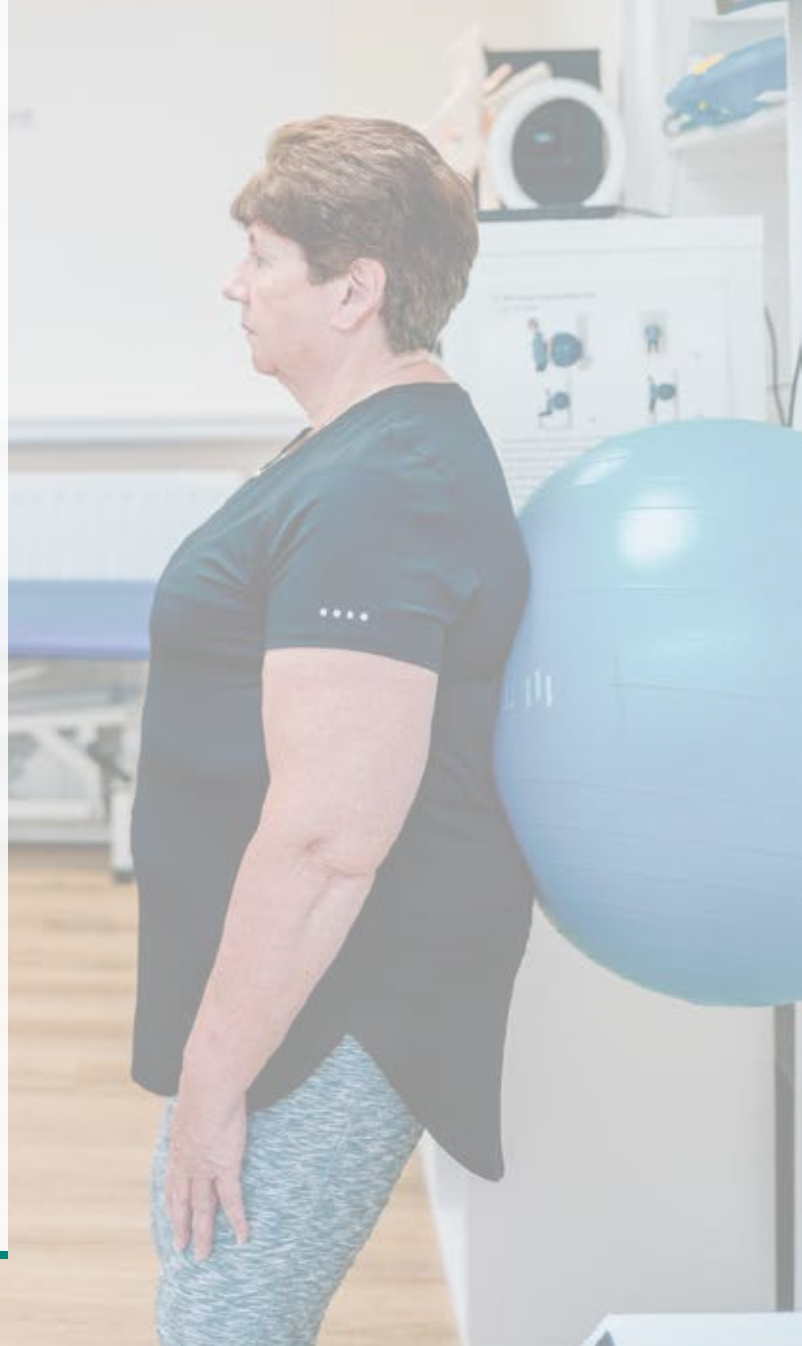
Our teams held **129,632** consultations in 24/25. These included in person, remote and group consultations.

Our Pelvic Health team held **14.3%** more appointments than in 23/24.

Referrals

We referred **9545** patients to secondary care for further investigation and treatment. This accounts for only **13% of patients in MSK** and **8% of Pelvic Health patients**.

98% of patients waited less than 4 weeks for their first appointment



Next Year

Due to the local and national predictions of population growth and an increase in the number of people in the age brackets most affected by MSK and pelvic health conditions (primarily the over 65s) we expect service demand to continue to rise.

We are working on ways to be as efficient and productive with the resources we have whilst offering the same great quality of care.

Quality

Experience

It is paramount to us at AHPS that people have a positive, enjoyable and easy experience using our services.

Over **9000** patients gave us their feedback scoring us good or very good on the NHS Friends and Family Test, **92%** of the time.

Our team are offering excellent shared decision making, which we measure using the 'Collaborate' score. Patients have used this to tell us that we:

Listen to what matters in more than **90%** of consultations

Understand their condition in more than **90%** of consultations

What matters most to them in more than **88%** of consultations

In 24/25 we facilitated **1367** consultations with the use of a language or British Sign Language interpreter.



Patient Story

John had suffered back pain for over 40 years. Over the last year his hip had also started hurting and was affecting his ability to volunteer.

John was able to book a physiotherapy appointment quickly after being referred by his GP. After a thorough assessment and discussing what was important to him he worked with his physiotherapist to find exercises that stretched his abilities.

This helped John understand how to manage his symptoms and he was able to return to his normal activities more quickly after a flare up. John was able to manage his back and hip pain on his own, knowing he was able to return to the physiotherapist if he was struggling.



Outcomes

Our highly accessible community services are having amazing effects on people's health. We know that the management of and recovery from MSK and pelvic health conditions can improve the quality of life of our patient beyond the condition they come to see us with.

Going home!

79% of our patients across all services were discharged on a patient initiated follow up pathway meaning they can return to our services should they need.



Getting better!

71% of patients we discharged on to patient initiated follow up were measurably better using the MSK-HQ score. Our pelvic health patients, using EQ-5D-5L, tell us that our treatments improve pain and allows them to enjoy their usual activities more.

Getting to the right place!

Our audits have shown that our referrals to secondary care pathways, when community services have not been helpful, are excellent. These have shown that our BANS referrals to a Spinal Consultant Surgeon result in surgery 89% of the time and fewer than 1% of pain management referrals reattend the BANS service.



NEXT YEAR

We are working on our NextSTEPS program which looks to design and provide a modern community service for the needs of an evolving population in Suffolk.

These changes look to improve quality of care, reduce demand on secondary care services and get even more people back to living high quality lives as quickly as possible.

Our People

Awards and recognitions

Our teams shone in 24/25, garnering both nominations and wins across various awards. These award demonstrate the commitment our team members have to providing excellent care and their dedication to their work.



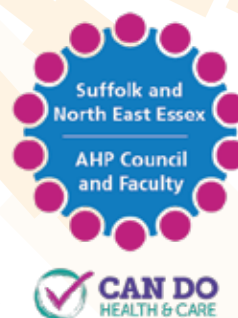
Our Pelvic Health team were highly commended at the SNEE awards



One of our Physiotherapy Apprentices won the Suffolk Chamber of Commerce Apprentice of the Year Award



We had winners in the SNEE AHP Workforce Awards for both Preceptee of the Year and Research for Innovation Champion



Accreditations

This past year, we were proud to be recognised and certified as an inclusive and supportive employer — achieving status as a Disability Confident 'Committed' Employer, a Menopause and Menstruation Friendly 'Committed' Employer, and a Mindful Employer.



Staff Survey Results

Recent feedback from our staff survey highlights the strong sense of purpose and support within our teams. An encouraging **89.6% of respondents** feel they make a real difference in their role, while **87.5%** feel well supported by their supervisor or line manager. An impressive **94%** also said their line manager takes effective action to help resolve any problems they face. When it comes to team culture, **93.8%** feel they work alongside accountable, honest, and person-centred colleagues — and **96.9%** agree that the people they work with are understanding, kind, and treat each other with respect.

Staff Awards

At our 2024 AGM, we proudly celebrated the dedication of our team by presenting six staff awards and a special recognition award to individuals who go above and beyond in their roles.

Each award recognised outstanding contributions and the everyday efforts that align with our values and make a lasting difference to the patients we care for.

10 years service as Chartered Society of Physiotherapy & Health & Safety Representative



Mair Wilkins

Everyday Excellence Award



Charlotte Ravenhall

Individual Commitment to Excellence in a Clinical Role Award



Lucy Hammond

Individual Commitment to Excellence in a Non - Clinical Role Award



Linda Karran

Working Together Award



Matt Peck

Service Innovation and Improvement Award



Beth Harrison and Emily Jennings

Leading by Example Award



Rosie Brown

Social Impact

We are proud to be a Social Enterprise and a Community Interest Company, meaning we have a company ethos of making decisions that benefit local people and reinvest in our community.

Economic

Keeping it in Suffolk

In 2024/25, we proudly supported our local community by employing **145 people** across Suffolk and investing over **£1.3 million** with local businesses - a commitment to strengthening the local economy and driving regional growth.

These decisions not only helped sustain local jobs and services, but also reinforced our role as an active, responsible contributor to the prosperity and resilience of the region.



145 People
£1.3 Million



Over
£3,000
donated

Fundraising

Our teams have been busy with fundraising activities supporting local and national charities:

- Christmas Jumper Day
- Wear It Pink Day
- Macmillan Coffee Mornings
- 7 people ran the London Landmarks Half Marathon
- A team competed at the Homestart Sports Day
- We supported the Stradbroke Music Event



Homestart Sports Day



Christmas Jumper Day

London Landmarks
Half Marathon

Wear it Pink Day

London Landmarks
Half Marathon

Stradbroke Music Day

Next generation investment

In 2024/25 we have seen 50 students through placements with clinical educators at AHPS. This amounts to over 9,300 hours of clinical experience, teaching, observation and support.

Some of our students enjoyed their placement with us so much, they applied and were successful in joining us permanently in their first clinical roles.

This is further supported by a number of clinicians supporting lecturing at Universities across the East of England.

We have spent 29 hours at career fairs and development events extolling the benefits of working as an AHP, within healthcare and within Suffolk to inspire our next generations of healthcare professionals.



Social

Locally we have been supporting our communities in preventing ill health by:



Hosting a SiSu Health Station at the Riverside Clinic, Ipswich which has performed over 2400 automated health checks, prompting people to seek support for obesity, high blood pressure and to stop smoking.

We offer free Thrive Gym classes in Eye for people to be physically active where there is no other access to gym facilities.



We have attended the West Suffolk Health Festival and run workshops with the public on avoiding and managing back pain.

We have been working on improving our support for people who are out of work and are currently supporting **42%** of people who are off work with MSK problems to return to work whilst they are under our care.



In collaboration with the University of Essex, AHPS published the first analysis of the wider social impact of physiotherapy on patients presenting with MSK conditions in December 2024.

This has showed a Social Return on Investment of £4.13 for every £1 invested in physiotherapy in Suffolk. This novel data shows that physiotherapy benefits people beyond their pain and dysfunction by improving their lives.

Read the full article here:



Ecological

Throughout 2024/25, we proactively invested £17,800 in sustainability initiatives across our estates, taking meaningful steps to reduce our carbon footprint by an estimated 4,200 kgCO₂e. Our efforts included installing energy-efficient heating systems, using low-carbon materials for roofing and flooring upgrades, and switching to LED lighting to lower energy use and environmental impact.

We have also been working hard to reduce our carbon footprint from travel by locating our clinicians as close to home as possible, encouraging active travel and offering over 7850 virtual consultations, saving an estimated 30,000 kg CO₂e compared with face-to-face consultations.

(Reference <https://pmc.ncbi.nlm.nih.gov/articles/PMC8903350/>)

NEXT YEAR

We remain committed to supporting prevention of ill health, improving health inequalities and reducing our impact on our environment. We are going to be undertaking further analysis to understand and reduce our carbon emissions.

We are also planning some exciting partnerships with local healthcare providers and with Ipswich Town Football Club.

Our Clinics

From town centres to rural hubs, our clinics have been at the heart of delivering accessible, high-quality NHS physiotherapy across Suffolk. Every appointment, every conversation, and every step forward reflects our commitment to patient care, closer to home.



Find out more about us

Website: www.ahpsuffolk.co.uk

Patient Services: 03330 433966

General Enquiries: ahpsuffolk.enquiries@nhs.net



AHPSuffolk



@ahpsuffolk_



@AHPSuffolk

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visit our website



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