

Urogynaecology Physio Virtual Group

Evie Bennett, Elyse Hughes, Claire Wilson

Leeds Teaching Hospitals NHS Trust

Background: Face to face Urogynaecology Physiotherapy groups were delivered in pre-Covid times to help patients manage their symptoms prior to being seen for a 1:1 appointment. Best practice guidelines (NICE 2021) advise that digital sources are considered when supporting individuals with pelvic floor dysfunction. Previous audits found 90% of patients rated the group an 8 /10 in providing information about their condition. However, some patients found an in-person group setting embarrassing. The use of a virtual group could help to overcome these barriers for patients and reduce waiting times.

Aims: The aim was to set up a virtual Physiotherapy group with 12 patients per session, delivering information on common Urogynaecological conditions and management advice, including Pelvic floor muscle training. Patients were booked a face to face appointment 6 weeks after this for individual Physiotherapy review, including vaginal examination.

Methods: June 2023 - set up x1 Urogynaecology Physio virtual group per week

Expanded to x2 groups per week due to demand and positive patient feedback

Following patient feedback, we adjusted our pre-group information to add a user guide of how to access the Teams and additional pre-reading.

Permanent service improvement change – now x2 virtual groups per week with 16 patients each and individual 6 week follow up.

Results: We have found that since running the Physiotherapy virtual group, our waiting time to be seen for an initial appointment has decreased by 6 months (52 to 26 weeks for initial appointment). This has allowed patients to be referred and given a session within 6 months, followed by an individual Physiotherapy appointment within 6 weeks. Patient feedback via friends and family of the group sessions have improved, allowing for a more positive experience.

Conclusion: Introduction of virtual groups have improved service efficiencies and most importantly improved patient-centred care within our Urogynaecology Physiotherapy service.

National Institute for Health and Care Excellence (2021) Pelvic floor dysfunction prevention and non-surgical management.

References:

National Institute for Health and Care Excellence. NG210 <https://www.nice.org.uk/guidance/ng210>

Accessed 20.02.2025