Dear \*CEO Name\*

Wales only

**Re: Impacted service delivery due to Loss of Physiotherapy Space/Proposed Workplace Changes (delete as appropriate)**

We write on behalf of CSP members, who have suffered workplace changes/loss of gym/pool/ward/physiotherapy space (delete as appropriate).

We and our members are aware that the ongoing challenges of the demands on the NHS following Covid-19 have and continue to have an impact on ways of delivering services and we recognise a need to respond quickly to changing demands. Our members have worked flexibly, tirelessly, and with a commitment to face these demands, and it’s widely recognised and confirmed in A Healthier Wales our Plan for Health and Social Care that staff health and well-being is paramount to the continuation of effective services.

In addition to this, Minister for Health and Social Care Eluned Morgan has stated that rehab space should be made available again unless there has been suitable alternative space identified. “It is vital that appropriate space for the delivery of treatment is made available. This is a requirement for all partners and not just health boards.”

The CSP, as the professional, educational and trade union body for over 57,000 chartered physiotherapists, physio students and physiotherapy support workers, upholds and supports the concerns our members have raised of potential permanent changes without meaningful consultation. Together with the Health Board we uphold high standards and expectations of our members in the interests of patient safety. The CSP has its own Quality Assurance Standards, for the delivery of physiotherapy services [www.csp.org.uk/standards](http://www.csp.org.uk/standards), which align with HCPC regulations and HIW requirements; intended to support our members in meeting their legal, ethical, and regulatory requirements, one of the most fundamental of these being duty of care.

Duty of care is defined as a legal responsibility to provide a reasonable standard of care to patients and to act in ways to protect their safety. The responsibility for fulfilling a duty of care to patients is a key expectation of professionalism and is at the heart of the CSP’s Code and Quality Assurance standards.

However, it’s crucial to stress too that organisations also have a duty of care to patients and importantly to staff employed to deliver services. This means that they are required to take reasonable action to assure the health, safety and wellbeing of employees and people using the service.

Permanent reduction or loss of Physiotherapy services will have a long term detrimental impact on patients’ rehabilitation. Significant workplace changes without consultation and risk assessment will have a detrimental impact on the health and wellbeing of hardworking NHS Physiotherapy staff, be in breach of the Health Board’s Health and Safety obligations, and its duty of care.

It is therefore asked of you to make a commitment to:

* Walk the floor of the current rehab space, and discuss with physiotherapy staff who are working in insufficient spaces the adverse impact this has on length of stay and patient outcomes.
* Recognise and understand the importance of rehabilitation in meeting the demands of the local population.
* Review the current space for rehabilitation and ensure it is fit for purpose and able to meet the demands of the local population.

If there are future changes to rehabilitation space, we ask that the Health Board complies with its Health and Safety obligations, when considering any form of change which may have an impact on staff health and wellbeing, we ask for the following to be confirmed in writing to us as a matter of urgency:

1. If the proposed change is temporary, dates upon which these changes will be reviewed and previous services and workplace provision will be resumed.
2. If changes have already been implemented or are proposed with immediate effect, written confirmation that this change is temporary.
3. If there is a proposal that changes become permanent, follow these steps and ensure that the original workplace provision applies pending these steps:
   1. Proper, meaningful consultation regarding the proposed changes. Consultation must be meaningful, and involve the provision of information to members and CSP Representatives; listening to and taking account of members’ responses before decisions are made.
   2. Completion of a suitable and sufficient robust risk assessment to be undertaken in partnership with the CSP and its members and in compliance with the Management of Health and Safety at Work Regulations 1999 Regulation 3.
   3. Confirmation of the date when consultation and risk assessment will commence.

We look forward to receiving your response as a matter of priority.

Yours sincerely,