

Clinics Activity & Feedback Report 2014a:

1 Jan to 30 June 2014



<i>Overview</i>	<i>2</i>
<i>Section 1a: Registration data.....</i>	<i>2</i>
<i>Section 1b: Registration Data - Tables</i>	<i>4</i>
<i>Section 2a: Patient Feedback</i>	<i>13</i>
<i>Section 2b: Patient Feedback - Tables</i>	<i>14</i>
<i>Section 3: Follow-up data, including Case Studies</i>	<i>17</i>
<i>Section 4: Website data</i>	<i>21</i>

Overview

The data in this report relates to our clinical activity for the first half of 2014. It is an interim report for the first six months of the calendar year: discussion is more limited than in the full year reports, although all data is available in the Tables sections. (A separate, Musicians-only report will be generated later in the year).

The information has been compiled from 2 main sources:

1. BAPAM patient registration database (using Microsoft Dynamics CRM) demographic and appointments data - primarily for new patients

2. Anonymous patient feedback (using Survey Monkey web surveys) collected from new patients attending their first free assessment at a BAPAM clinic.

Additional anonymous feedback information collected from our **follow-up survey** is also summarised.

AMABO doctors' activity and Education and Training activity and feedback are reported annually in separate documents.

Section 1a: Registration data

Data analysis issues:

As mentioned in previous reports, registration and appointments data can be complex and sensitive: performers seeking help are often distressed and we never place information collection above listening and support. Consequently, our data may not always be complete or totally accurate, although we are constantly refining our data collection process.

It should also be noted that appointments data reflects all clinics activity within the current reporting period, including returning patients. However, demographic and performance practice data relates to 'new' registrations only.

Trends:

Data for the first half of 2014 appears similar to previous reports, with the only notable change being a continued small decrease in proportion of performers reporting their main problems as Musculo-skeletal offset by an increase in psycho-social cases (*see Table 4a*). A fuller trend analysis will be available in the annual report.

Helpline support

472 patients were registered after contacting the Helpline during the first 6 months of this year (compared to 429 for the same period in 2013).

A free BAPAM assessment was the initial outcome for 370 (78%) of registrations.

Additional outcomes included referral to Directory Practitioners (50 performers) and/or other support organisations, including NHS professionals and funders (including 7 referred to Help Musicians' UK). *See Table 1a*.

Appointments

Appointments data is presented in Tables 1b and 1c.

During the first 6 months of 2014, we provided 1,021 appointments (compared to 996 for the same period in 2013): 533 assessments (52% of appointments) and 488 follow-up (treatment) appointments (48%).

All assessments and 108 follow-up appointments were free (63% of all appointments). The remaining appointments were subsidised treatment sessions provided in the London clinic. The majority of appointments took place in London (83% of free assessments; 94% of all appointments).

39% of all free assessments were conducted by a physiotherapist.

Demographic Profile

Demographic data is presented in Tables 2a to 2d and Figure 1.

Roughly equal numbers of patients were males and females.

Ages ranged from 12 to over 65, with most in the 18 to 25 (40%) and 26 to 35 (24%) age brackets.

Ethnicity was predominantly white British or European (84%).

Most lived in London (49%) or the South east (19%).

Performance Practice Profile

Details of performance practice are presented in Tables 3a to 3e and Figures 2 and 3.

193 performers (41%) were students.

393 performers (83%) were musicians (instrumentalist and/or singer). Most musicians performed in classical genres (59%). The most commonly played instrument was piano (20% of responses), followed by guitar (13%) and violin (12%).

Most performers had heard about BAPAM through Word of Mouth (29%) or College (20%).

Half were not affiliated with a Union or professional body (51%). MU membership was the most common affiliation (19%).

Health Profile

Details of health issues are presented in Tables 4a to 4c.

Performers reported their main problem at registration as a musculo-skeletal condition or symptoms (65%).

The majority of performers had already seen a health professional prior to contacting BAPAM (61%), most commonly their GP (87% of those who had sought help).

Section 1b: Registration Data - Tables

Table 1a

Helpline outcomes (<i>registered patients only</i>)*	2014a Count	2014a Percent
Appointment at BAPAM	370	78
Services elsewhere**	102	22
Total	472	

* Data collection for this variable has been modified in 2014, so pre-2014 data is not directly comparable. Collection will be further developed to include more details on non-registered performer outcomes in 2015. Note also there can be more than one Helpline outcome (e.g. both an assessment appointment and access to services elsewhere). Data here is for total patients, not outcomes.

** Services elsewhere includes access to specialist advice which is not available at a BAPAM clinic e.g. specialist dentistry. If private, BAPAM-registered patients often receive discounted services.

Table 1b

All Appointments	2014a Count	2014a Percent	2013 Total (Percent)	2012 (Percent)
London	955	94	93	90
Bath	0	0	0	<1
Birmingham	28	3	2	2
Cambridge*	2	<1	0	<1
Cardiff	14	1	1	1
Dublin	1	<1	<1	<1
Edinburgh	2	<1	1	1
Glasgow	9	1	1	1
Leeds	5	<1	2	2
Manchester**	5	<1	<1	3
Newcastle	0	0	0	<1
Portsmouth	0	0	<1	<1
Total	1,021			

* New clinic from May 2014

**Interim arrangement. Permanent clinic (Dr John Powell) re-commencing October 2014

Note that these are *total* clinic appointments – including free follow-ups and subsidised treatments in the London clinic.

Table 1c

Appointments 2013	Free assessments	Followups (fee paying: BAPAM London only)
<i>London</i>		
Dr Frances Carter (GP)	38	-
Dr Anita Nathan (GP)	38	-
Dr Peter Warren (GP)	-	-
Jill Guymer (Physiotherapist)*	63	108*
Jo Stokes (Physiotherapist)	43	54
Josephine Lawson (Physiotherapist – off-site)	15	-
Drusilla Redman (Physiotherapist)	84	78
Dr Mike Shipley (Rheumatologist)	32	-
Prof Rodney Grahame (Rheumatologist)	14	-
Mr Rowan Pool (Orthopaedic Surgeon)	18	-
Dr John White (Hand/Upper Limb Surgeon)	16	-
Ian MacDonald (Vocal Health Adviser)	62	23
Dr Carol Chapman (Psychologist)	44	148
Mark Hughes (Dental – off-site)	-	-
Jennie Morton (Osteopath)	-	77
Subtotal	467	488
<i>Regions</i>		
Dr Jonathan White (Birmingham)	28	-
Dr Trish Halliwell (Cambridge)**	2	-
Dr Sion Edwards (Cardiff)	10	-
Dr Gareth Hayes (Cardiff)	4	-
Dr Juliet Bressan (Dublin)	1	-
Dr Sara Watkin (Edinburgh)	2	-
Dr Faith Gardner (Glasgow)	9	-
Dr Vera Neumann (Leeds)	5	-
Dr Bill Tamkin/other (Manchester)***	5	-
Dr Lynne Bloxham (Newcastle)	0	-
Dr Marcus Saunders (Portsmouth)	0	-
Subtotal	66	-
Total	533	488

* Jill Guymer offers free followup care: total free appointments (assessment and followup) = 177.

** Cambridge clinic started May 2014.

*** Support from Bill Tamkin (AMABO) & Dru Redman (Physio, London) following Dr Fielding's retirement. Dr John Powell permanent from Oct 2014.

Table 2a

Gender	2014a Count	2014a Count	2013 Percent	2012 Percent
Female	256	54	55	52
Male	216	46	45	49
Total	472			

Table 2b

Age range (new for 2014)*	2014a Count	2014a Percent
12 to 15	5	1
16 to 17	8	2
18 to 25	187	40
26 to 35	115	24
36 to 45	49	10
46 to 55	48	10
56 to 65	33	7
Over 65	25	5
Not recorded	2	-
Total	472	

**Date of birth has always been recorded, and age in clinician notes, but age was not calculated electronically until 2014*

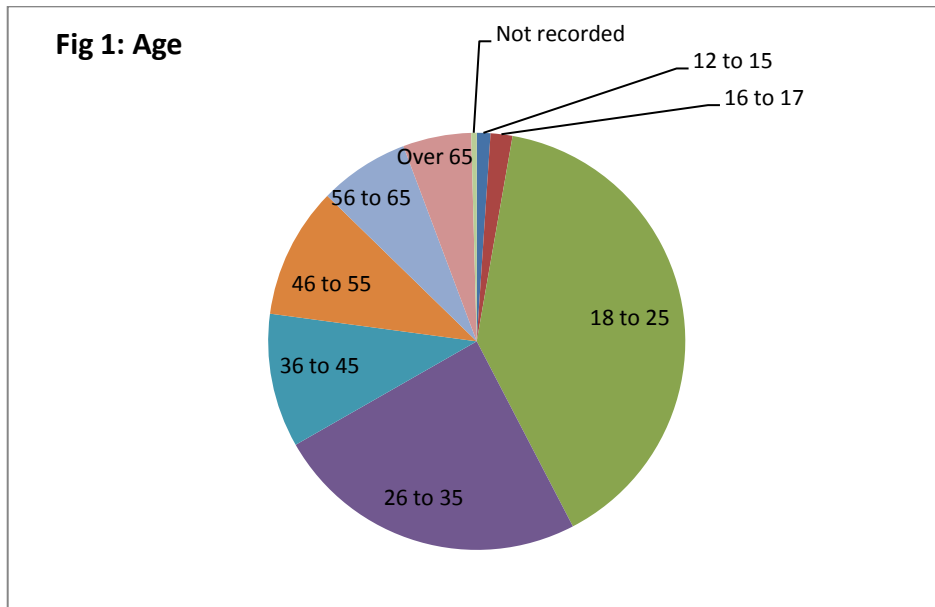


Table 2c

Ethnicity	2014a Count	2014a Percent	2013 Percent	2012 Percent
White - English/Welsh/Scottish/N Irish/British	324	69	68	72
White - Other	56	12	14	12
White - Irish	12	3	2	3
Other Ethnic Group	11	2	2	2
Mixed - Unspecified	10	2	<1	1
Asian/Asian British - Chinese	7	1	2	<1
Mixed - Other mixed/multiple ethnic background	6	1	2	2
Asian/Asian British - Indian	4	1	<1	<1
Black African/Caribbean/British - African	4	<1	<1	<1
Asian/Asian British	3	1	1	<1
Black British - Unspecified	3	<1	1	<1
Mixed - White and black African	3	<1	<1	<1
Mixed - White and Asian	3	<1	<1	<1
Black African/Caribbean/British - Caribbean	2	<1	<1	1
Mixed - White and Black Caribbean	2	<1	1	<1
Asian/Asian British - Pakistani	1	<1	0	0
Arab	1	<1	<1	0
Black African/Caribbean/British - Other	0	0	<1	<1
Not recorded	20	4	3	3
Total	472			

Table 2d

Region of residence	2014a Count	2014a Percent	2013 Percent	2012 Percent
London	231	49	51	49
South East	91	19	21	22
North West	28	6	5	9
Wales	25	5	4	3
Scotland	18	4	5	4
West Midlands	16	3	3	4
East Midlands	16	4	23	2
East	15	3	3	1
South West	12	3	3	4
Yorkshire and Humberside	10	2	3	1
North East	5	1	2	2
Republic of Ireland	3	1	2	1
Northern Ireland	1	<1	<1	<1
International	1	<1	<1	0
Total	472			

Table 3a

Employment	2014a Count	2014a Percent	2013 Percent	2012 Percent
Professional	238	50	48	51
Student	193	41	41	35
Semi-Professional	41	9	11	14
Total	472			

Table 3b

Branch of Performing Arts (BOPA)*	2014a Count	2014a Percent	2013 Percent	2012 Percent
Instrumentalist	311	60	59	69
Singer	91	18	20	20
Actor	69	15	11	7
Dancer	33	8	8	9
Variety Artist	6	1	2	2
Crew	5	1	1	2
Total	515*			

* Performers can have more than one BOPA.

Table 3c

Music Genres (<i>musicians only</i>)	2014a Count	2014a Percent	2013 Percent	2012 Percent
Classical	232	59	55	58
Rock/Pop	62	16	16	16
Jazz	37	9	9	10
Musical Theatre	26	7	6	4
Folk/Traditional	18	4	4	5
Electronic/Dance/Hip Hop etc	7	2	<1	<1
Other	11	3	4	5
Not Recorded	-		7	2
Total	393			

Note 1: Musicians can have multiple BOPAs but only one Genre - we ask what they perform most often.

Note 2: For 'world' styles we use the standard genre classifications and ask the performer's opinion if not sure e.g. African Highlife = Rock/Pop. Indian classical = Classical. Tribal drummers = Folk/Traditional. Probably a fair amount of crossover e.g. Dance/pop.

Table 3d:

Instruments played*	Count	Percent
Piano	80	20
Guitar	51	13
Violin	48	12
Drums	18	4
Saxophone	17	4
Flute	16	4
Viola	16	4
Clarinet	15	4
Cello	14	3
Bass Guitar	10	2
Trumpet	10	2
Oboe	9	2
Double Bass	8	2
Keyboards	7	2
Percussion	6	2
French Horn	5	1
Harp	5	1
Bassoon	4	1
Organ	3	<1
Trombone	3	<1
Accordion	2	<1
Composer	2	<1
Conductor	2	<1
Harpsichord	2	<1
Mandolin	2	<1
Tuba	2	<1
Bagpipes	1	<1
Computer	1	<1
Dulcimer	1	<1
Hurdygurdy	1	<1
Recorder	1	<1
Tanpura	1	<1
Ukelele	1	<1
Total	409	

* Performers can play more than one.

Figure 2

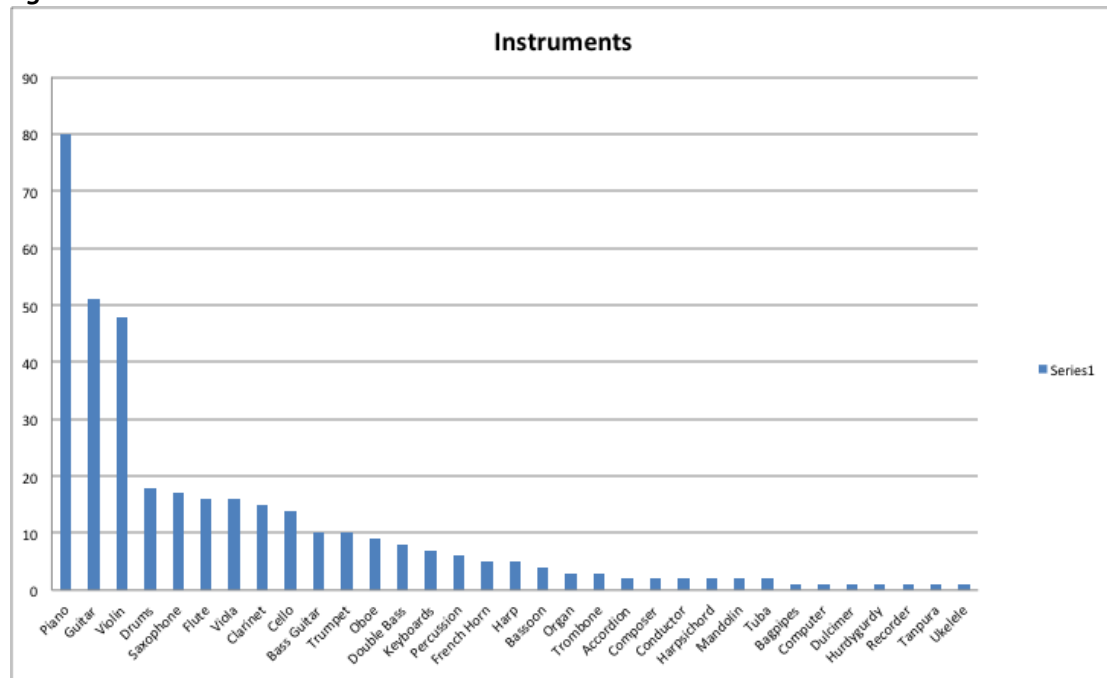


Table 3d

Source of info about BAPAM	2014a Count	2014a Percent	2013 Percent	2012 Percent
Word of Mouth	138	29	29	36
College	94	20	19	16
Tutor	46	10	7	6
GP / health practitioner	33	7	8	9
MU	30	6	11	13
Equity	26	6	6	6
BAPAM Website / Search Engine	26	6	4	6
Help Musicians UK inc MSHS	20	4	4	3
Other	11	2	-	-
RSM	10	2	2	<1
Leaflet	10	2	1	<1
ISM	7	1	1	1
BAPAM Health Promo Talk	7	1	3	<1
Employer	6	1	<1	1
Student Advocate	3	1	<1	<1
Article - Online or Print	2	<1	<1	1
PRS/PRSBF/M Magazine	2	<1	<1	<1
Dance UK	1	<1	<1	no data
Unknown	0	0	3	0
Total	472			

Table 3e

Union/Professional Membership*	2014a Count	2014a Percent	2013 Percent	2012 Percent
None	273	51	56	57
MU	100	19	23	24
Equity	55	10	12	10
MCPS/PRS	33	6	4	7
PPL	32	6	4	6
ISM	20	4	4	5
RSM	4	<1	2	1
EPTA	3	<1	<1	No data
ESTA	3	<1	<1	No data
Dance UK	0	<1	<1	No data
BECTU	0	<1	<1	1
Other	0		4	No data
Total	535			

* Performers can be members of more than one group

Figure 3

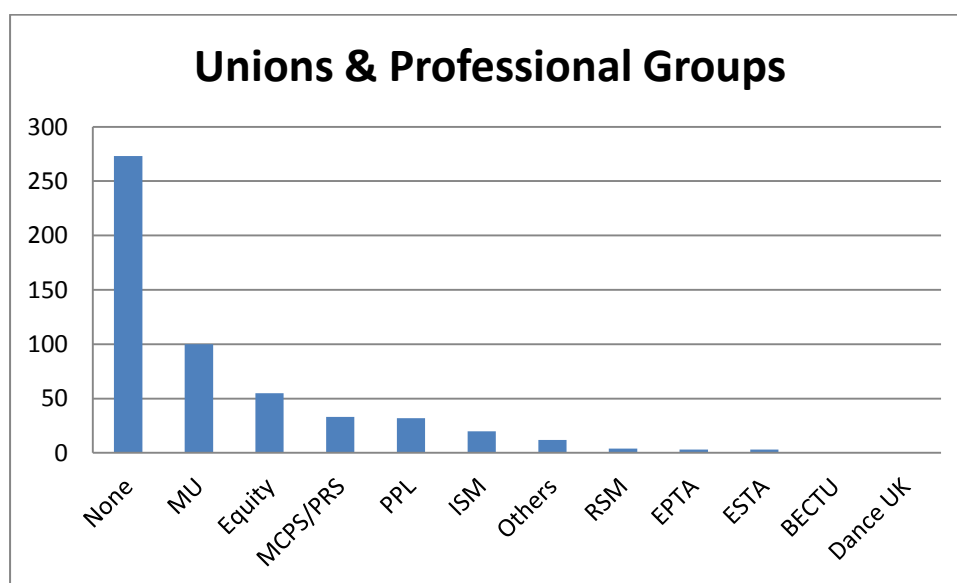


Table 4a

Type health problem*	2014a Count	2014a Percent	2013 Percent	2012 Percent
Musculoskeletal	308	65	70	73
Voice	73	15	12	13
Psycho-social	52	11	9	6
Hearing	16	3	3	2
Other	23	5	6	6
Total	472			

* Only one *type* of health problem can be recorded for each patient. Details of all symptoms, secondary/additional health problems/conditions (co-morbidities) and care already received are recorded on the database as free text and in patient notes.

Table 4b

Already seen a health professional about problem	2014a Count	2014a Percent	2013 Percent	2012 Percent
Yes*	289	61	63	59
No	183	39	37	41
Total	472			

* 'Yes' indicates patients who have previously seen any NHS clinician and/or a private therapist or consultant.

More precise response categories were introduced in 2014:

Table 4c

Type of health professional seen*	2014a Count
NHS GP	251
NHS Other	88
Private	70

*A performer may have seen more than one type of health professional.

Table 4d

Consultation patterns	2014a Count	2014a Percent
NHS Only	219	76
Private only	31	10
Both	39	14
Total	289	

Section 2a: Patient Feedback

Total Respondents = 344 (93% of all performers attending first free assessment; approx 73% of all registrations)

Trends: Data patterns, including levels of satisfaction are similar to previous reports. Fuller details will be included in analysis of full year data.

Respondent profile

See Tables 5a and 5b.

The respondent profile largely matches our registration data – with most being musicians with a musculo-skeletal problem. Around 10% wanted help with more than one health problem.

Health consultation details

See Tables 6a to 6c.

Most respondents attended the London clinic (where patients are usually asked to complete a hard copy of the feedback form prior to leaving the clinic).

40% of patients reported seeing a physiotherapist. The vast majority (98%) felt they saw the right type of clinician (GP, consultant, physiotherapist).

The main consultation outcomes were ‘*information about health condition*’ and ‘*advice about healthy performance practice/self-care*’. The majority of patients reported more than one outcome.

During 2014, we began asking patients reporting that an outcome was ‘*an appointment with the same BAPAM practitioner*’ or ‘*another BAPAM practitioner*’ to give the name of the practitioner. Full details will be included in the full year report (current data is incomplete, but it appears the most named practitioner is *Jill Guymmer* (physiotherapist), who offers free courses of physiotherapy at BAPAM).

The vast majority of patients rated clinicians’ performance as ‘good’ or ‘excellent’ on all measures (95%).

Bookings, appointment system and waiting times

See Tables 7a to 7c.

The majority of patients spoke to Clinics Manager, Clare Hicks.

Over 95% of respondents rated the support they received from clinics staff on the Helpline as ‘good’ or ‘excellent’ (Table 7b).

The majority of respondents (59%) said they were seen within 2 weeks of contacting BAPAM (fig 1). A minority (6%) had waited over 4 weeks.

Most respondents (95%) felt waiting times were acceptable (including 5 of the 6 patients who waited more than 4 weeks). Of those ticked ‘not acceptable’ (5%), waiting times varied between 1 and 4 weeks. Additional patient comments indicated that waiting times are often determined by the respondent’s own preferences or circumstances, and most indicated that although it was not always ideal, they were prepared to wait to receive the appropriate care – including access to consultants who only come in to BAPAM monthly.

Section 2b: Patient Feedback - Tables

344 total respondents

Table 5a

What kind of performing artist are you? (please tick any that apply to you)	Count	Percent
Instrumentalist	228	66
Singer	85	25
Actor	67	20
Dancer	28	8
Variety Artist	3	1
Crew	0	0
Other (please specify)*	22	6
Total	433	

*'Other' includes: teacher (5), composer (4), conductor (3), puppeteer (3), and also – stage manager, production designer/maker, presenter, community musician, music journalist/writer

Table 5b

What type of problem brought you to BAPAM? (you can select more than one)	Count	Percent
Musculoskeletal (joints, muscles, movement)	248	72
Psycho-social (anxiety, stage fright, depression, etc)	53	15
Voice	48	14
Hearing	7	2
Other (please describe)*	18	5
Total	374	
Skipped Question	1	

* 'Other' includes: broken leg with complications; contracture of little fingers; migraine; eye surgery; hand surgery; fibromyalgia; labyrinthitis; respiratory problems

Table 6a

Who was your BAPAM appointment with?	Count	Percent
London		
Dr Frances Carter (GP)	23	7
Dr Anita Nathan (GP)	32	10
Dr Peter Newman (GP)	0	0
Dr Peter Warren (GP)	0	0
Jill Guymer (Physiotherapist)	43	14
Jo Stokes (Physiotherapist)	27	9
Drusilla Redman (Physiotherapist)	53	17
Dr Mike Shipley (Rheumatologist)	29	9
Prof Rodney Grahame (Rheumatologist)	12	4
Mr Rowan Pool (Orthopaedic Surgeon)	15	5
Dr John White (Hand/Upper Limb Surgeon)	6	2
Ian MacDonald (Vocal Health Adviser)	39	12
Dr Carol Chapman (Psychologist)	11	36
Total	315	

Regions		
Dr Jonathan White (Birmingham)	10	48
Dr Trish Halliwell (Cambridge)	1	5
Dr Sion Edwards (Cardiff)	2	10
Dr Gareth Hayes (Cardiff)	1	5
Dr Juliet Bressan (Dublin)	0	0
Dr Sara Watkin (Edinburgh)	0	0
Dr Faith Gardner (Glasgow)	3	14
Prof Howard Bird (Leeds)	0	0
Dr Vera Neumann (Leeds)	0	0
Dr Lynne Bloxham (Newcastle)	0	0
Dr Marcus Saunders (Portsmouth)	0	1
Other/Don't remember	4	20
Total	21	

Table 6b

What was the outcome of your consultation? (please select all that apply)		
	Count	Percent
Information about my condition	224	68
Healthy performance advice/self-help recommendations	177	53
Another appointment with the same clinician at BAPAM	103	31
An appointment with another clinician at BAPAM	50	15
Information about NHS referrals and services and/or letter to GP	77	23
Information about and/or referral to a private healthcare service	28	8
Completed Help Musicians (MBF) Student Health Scheme application form	25	7
Physiotherapy/manipulation treatment - during consultation	66	20
Steroid injection - during the consultation	0	0
Other *	33	10
Total responses	783	
<i>Skipped question</i>	12	

*' Other' includes: clear diagnosis; ultrasound treatment; care plan; treatment abroad; massage; tips and techniques

98% felt they saw the right type of clinician.

Table 6c (percent)

Ratings of clinicians	Advice about condition	Knowledge about performer needs	Manner & Attitude
1 Poor	0	0	0
2	<1	<1	<1
3 Average	<1	2	<1
4	16	18	16
5 Excellent	83	80	83
Total responses	328	327	328

Selected Comments:

My appointment with Ian MacDonald has made all the difference in the world. I felt my problems were validated and I have been able to move forward in a positive way, making changes and seeking guidance and support from different individuals and organisations. Tremendously helpful, thank you.

Drusilla has made me feel I can make changes to my professional wellbeing immediately.

Dr White has put me at my ease. When I visited my local GP about my concerns they didn't understand the importance of my fingers, yet Dr White took my concerns very seriously and was very thorough.

Her intense identification of my various problems suggested a clinician of infinite expertise and experience. Her directness and probing were both efficient and caring. And the work she did on me in a very limited time seemed to produce immediate results. I have not felt so confident in the presence of a clinician following a very difficult 6 months with hospitals, GPs and physios.

I have seen countless people about my varying musculoskeletal issues and finally have a diagnosis.

Table 7a

Which telephone (Helpline) operators did you speak to when you contacted BAPAM - at all stages (enquiries, registration and appointments?) (Please select all that apply)	Count	Percent
Not sure/Don't remember	41	13
Clare Hicks	187	59
Dan Hayhurst	114	36
Gyongyi Salla	9	3
Deborah Charnock	3	<1
Other	3	<1
Total responses	357	
<i>Skipped question</i>	<i>27</i>	

Table 7b

How would you rate the service you received from the Helpline operator?	Count	Percent
1 Poor	0	0
2	0	0
3 Average	2	<1
4	28	0
5 Excellent	281	90
Total	311	
<i>Skipped question</i>	<i>33</i>	

Table 7c

How long did you have to wait for your BAPAM appointment after first calling the Helpline?	Count	Percent
Less than 1 week	109	34
1 – 2 weeks	111	35
2 – 3 weeks	53	17
3 – 4 weeks	28	9
More than 4 weeks	19	6
Total	319	
<i>Skipped question</i>	<i>25</i>	

69% of respondents reported they received an appointment within 2 weeks

95% felt the waiting time was **acceptable** (including 5 of the 6 patients who waited more than 4 weeks).

It was my own choice to wait for the appointment due to work commitments and having to travel such a long way.

The appointment was made in conjunction with my availability which was limited at that time as I was abroad.

Fate dictated the delay – the clinician was ill, and then I got the date wrong.

A long time to wait, but worth it for the helpful friendly service.

Section 3: Follow-up data, including Case Studies

During 2013, we started collecting follow-up reports: all performers attending a first free assessment now receive an e-mail approx 6 months after their appointment asking for detailed, anonymous information about their health and care since their visit to BAPAM. Full details will be provided in the full year report.

A summary of responses from 100 performers who had attended appointments held between Jan 2012 and June 2014 is provided below.

Notes: for most questions, respondents could give more than one answer, so totals exceed 100%. Due to a technical hitch, some automatic e-mails did not get sent out on time: a batch of responses came in during one month (September 2014).

- Performer profiles were similar to *Activity and Feedback* data, including prevalence of musculoskeletal problems (66%)
- The most commonly reported actions taken after their visit to BAPAM were treatment/therapy (60%) and changes in performance and practice (48%)
- 64% had since seen a health professional, most commonly a GP (56%), NHS consultant (51%) and a private health professional (41%), which was usually a physiotherapist
- 87% reported that their problem had improved since visiting BAPAM (and 12% reported a complete resolution). However, 8% reported it remained unchanged and 5% reported getting worse
- Barriers to accessing care after their visit (including care recommended by BAPAM) included NHS waiting lists (37%), cost (30%), diagnostic uncertainty (24%) and work schedule (24%). Several commented that getting a referral from their GP was particularly difficult
- 97% said they would recommend BAPAM to a colleague

Selected comments from follow-up respondents:

Mr. White (BAPAM upper limb surgeon) kindly took the time to explain the benefits and risks associated with carpal tunnel release surgery and understands my reluctance and worries about undergoing this procedure. Suggested and administered steroid injection, which has greatly improved my condition. (Instrumentalist seen for first free assessment in London in January 2013; responded in September 2014).

I was extremely fortunate to be referred to BAPAM by the Musicians' Benevolent Fund, at a time when I was hitting brick walls with both physiological and psychiatric professionals, none of whom would

acknowledge the problems I was identifying. Dr Jonathan White (BAPAM GP in Birmingham) was terrific: insightful, sympathetic, and so understanding of the ways in which my symptoms were impacting on a practical level. The support I received from BAPAM following my assessment played a major part in helping me through a very difficult time, and I was particularly touched by the offer of further help should I need it in the future. Even just the suggestion of that open door policy is a huge comfort to artists in crisis, and I'll always be grateful. (Instrumentalist seen for first free assessment in Birmingham in June 2012; responded September 2014).

I found everyone at Bapam very helpful. It was invaluable to see a physio who understood and explained the problem, and found a way to manage them. My tendon problem is much improved with the ultrasound treatment and management strategies. (Instrumentalist seen for first free assessment in London in February 2014; responded September 2014).

The professional and personal care of the BAPAM physio has contributed decisively to my recuperation. This would never have been possible at the NHS where I was treated by a trainee physio after my triple fracture on my elbow. (instrumentalist seen for first free in London in April 2014, responded September 2014).

A very fast efficient service which has enabled me to question a wrong diagnosis from an NHS practitioner and has also helped me to find a physio that understands and can help my condition after NHS told me there was nothing they could do. Also through the diagnosis and advice at Bapam I managed to avoid some otherwise unnecessary treatment that was wrongly advised by an inexperienced NHS practitioner (instrumentalist seen for first free assessment in Sept 2013; responded September 2014)

Selected summary case studies arising from follow-up survey.

[Case study 1:](#) Instrumentalist/singer with musculo-skeletal symptoms (Suspected hypermobility).

Free assessment with Prof Grahame in BAPAM clinic, London in October 2013. Patient provided feedback in September 2014.

Actions/care since BAPAM appointment:

- Self-help: lifestyle changes; performance practice changes,
- Diagnostic tests: colonoscopy, blood tests, nerve conduction tests
- Treatment/therapy – physiotherapy at the Hypermobility Unit, London

Clinicians seen since BAPAM:

- No further free appointments at BAPAM but care received as recommended by the BAPAM clinician from: GP, NHS Consultant, NHS allied health professional.
- Specialties: rheumatology, neurology, physiotherapy, gastro-enterology, ophthalmology.

Barriers to accessing the care recommended by BAPAM were:

- Distance/travel
- Time/work schedule
- NHS waiting list

Current health status 'as bad as it ever was': *I was diagnosed with an inherited condition which will not resolve, so I can't expect it to get much better.*

Very pleased with BAPAM and would recommend to colleagues: *I saw Prof Grahame and he was fantastic. I would love to see him again as I have many more questions for him!*

[Case study 2:](#) Instrumentalist with musculo-skeletal problem seen in Bath clinic (NHS rheumatologist) in March 2012.

Actions/care since BAPAM appointment:

- Self-help: lifestyle changes; performance practice changes;
- Diagnostic tests: MRI and ultrasound scans, physio assessments
- Treatment/therapy: anti-inflammatory medication, physiotherapy (NHS)

Health professionals seen since BAPAM assessment:

- Returned for free follow-up with Bath consultant (rheumatologist)
- NHS physiotherapist
- Pilates and yoga instructors

Current health status: 'recovering well and continuing to improve'.

Barriers to accessing care (including care recommended by BAPAM) were:

- Distance/travel
- Diagnostic uncertainty
- NHS waiting list

Would recommend BAPAM to colleagues: *BAPAM probably got me back working at least 6 months faster than I otherwise would and now I am confident I can manage my condition long term. Fantastic work. You also helped my wife with her nodules many years ago, so we owe you guys!*

[Case study 3](#): Singer who described the problem they sought help for was 'exhaustion/stress'.

Seen at BAPAM London (by a GP?) in October 2012. Responded to follow-up survey in September 2014.

Actions/care since BAPAM appointment:

- Self-help: lifestyle changes; performance practice changes,
- Diagnostic tests: blood test (revealed high cholesterol)
- Treatment therapy: Medication and lifestyle changes (diet/exercise)

Health professionals seen since BAPAM assessment:

- NHS consultant (endocrinologist?)
- Private nutritionist/osteopath

Current health status: 'problem completely resolved'.

Would recommend BAPAM to colleagues. *My experience with Bapam was life changing and got me through the toughest period of my career. It was invaluable to me. I'm so grateful they exist for all musicians*

[Case study 4](#): Instrumentalist with musculo-skeletal problems. Seen at BAPAM London by Prof Rodney Grahame in August 2013. Responded to follow-up survey in September 2014.

Actions/care since BAPAM appointment:

- Self-help: performance practice changes,
- Diagnostic tests: colonoscopy, blood tests, nerve conduction tests
- Treatment/therapy: Prof Grahame recommendations led to GP referral, followed by appointment with specialist at University College Hospital, ultrasound scan and steroid injection, and enrolment on Kiser Rehabilitation programme.

Clinicians seen since BAPAM:

- GP
- NHS specialist (rheumatology – see above)
- Also returned to BAPAM - Free assessment with Drusilla Redman, BAPAM Physiotherapist in London, followed by course of treatment with her.

Current health status: 'some improvement but still having problems'.

Comments:

Dr Graham (BAPAM rheumatologist and hypermobility expert) was the first person in 15 years to take my arm pain seriously, and give a proper diagnosis. By writing to my GP, he started the ball rolling on a process that will hopefully help to overcome the problem for good. Thank you SO MUCH!! I've recommended BAPAM to other musicians and they've also been pleased.

Main barrier to accessing care recommended by BAPAM was Cost: *I can't really afford to pay for regular physiotherapy.* (Note: Drusilla Redman only charges £30 per session at BAPAM)

Section 4: Website data

No. Of Visits (bapam.org.uk): 186,106 (59,677 for same period 2013)

Blog Views: 4,315 (4,310 for same period 2013)

Most popular pages:

News (Blog)

Home

Performer Introduction

Clinics/Appointments Info

Health Resources

Contact Us

Directory

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