

Clinics Activity & Feedback Report 2015:

1 Jan to 31 Dec 2015



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Overview

Providing health advice to performers through one-to-one clinical consultations is BAPAM's core activity.

The data in this report relates to our clinical activity for 2015 i.e. all registrations and free appointments offered in BAPAM clinics nationally.

The information has been compiled from 2 main sources and reported as follows:

BAPAM patient registration database (Microsoft Dynamics CRM): demographic and appointments data - primarily for new patients. These data are collected via telephone.

Anonymous patient feedback (Survey Monkey web surveys): collected from new patients attending their first free assessment with each clinician they see during their contact with BAPAM. Additional anonymous followup information is also collected, and details are summarised in the report.

Additional reports about our Education and Training activity, AMABO doctors' caseload, and 'Musicians – only' activity are available as separate documents.

Section 1a: Registration & Appointments Summary

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 – i.e the information collected on the telephone at first contact with BAPAM.

Some data from 2012-14 is included for highlighting potential trends. Note that, as trends are fairly modest and we do not yet have a significant database of comparable data, we have not conducted statistical trend analyses: the changes noted are informal observations. We are also constantly refining and improving the way we collect data, and not all annual data is comparable. However, we anticipate being able to conduct rigorous trend analysis on key activity and performance indicators in future.

We also commenced a pilot of an electronic record of clinical consultations which provides additional information on performer health status and outcomes at the time of the assessment. Summary results are presented in Section 2. The record will enter a second round of testing in early 2016 and more information will be included in future reports. However, the system (based on converging a Web-generated Excel form with CRM record for each patient) is not sufficiently flexible to enable us to use it for all our clinical data input. A more suitable solution is dependent on securing future funding.

Registration & Appointments

Summary registration and appointments data is presented in Tables 1a to 1d.

895 performers were registered through the Helpline during 2015. A free BAPAM assessment was the initial outcome for 696 performers (78% of registrations).

We provided 1,617 appointments in BAPAM clinic locations: 1,204 appointments were free (74% of all appointments) which included 1145 free assessments and 59 free follow-up appointments. The remaining 413 appointments were low cost, accessible treatment sessions provided by BAPAM clinicians offering followup care in the London clinic.

The majority of appointments took place in London (83% of free assessments; 87% of all appointments). Outside London, most appointments were provided in Manchester (71 appointments - 35% of regional appointments) and Cardiff (27; 13%). All regional appointments were free (we do not provide access to courses of treatment in BAPAM clinic locations outside London).

37% of all free assessments (26% of all appointments) were conducted by a physiotherapist.

Demographic Profile

Demographic data is presented in Tables 2a to 2i, and Figures 1 and 2. Note that data relate to new registrations only (N=895).

The majority of new registrants were female (57%).

Most were in their early performance careers: 63% were aged between 18 and 35, and 38% were students. Half were studying at a Conservatoires UK institution, most commonly Royal Northern College of Music (13% of students registered).

Ethnicity was predominantly white British or European (80%).

Most performers lived in London (50%) or the South East (17%).

Most had heard about BAPAM through Word of Mouth (33%), College (24%), or Tutor or Musicians Union (both 7%).

47% were not affiliated with a Union or professional body. MU membership was the most common affiliation (35% of named affiliations).

Performance Practice Profile

Details of performance practice are presented in Tables 3a to 3c and Figure 3.

The most common Branch of Performing Arts was 'instrumentalist' (58%).

740 performers (83% of all BAPAM registrations) were musicians, mostly performing in classical genres (58%). 571 (77% of musicians) played at least one instrument, and 185 were singers (25%). Many did both. The most commonly played instrument was piano (20% of musicians), followed by violin (15%) and guitar (13%). These trends are the same as 2014.

Health Profile

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

The majority of performers reported their *main* problem at registration as a musculo-skeletal condition or symptoms (71%).

The majority of performers (60%) had already seen a health professional prior to contacting BAPAM, most commonly their GP (80% of those who had sought prior help).

Section 1b: Registration & Appointments Data

Table 1a

Initial Helpline outcomes (registered patients only)	2015 Count	2015 %	2014 %
Assessment at BAPAM	696	78	74
Services elsewhere*	199	22	26
Total	895		

* 'Services elsewhere' includes access to specialist advice which is not available at a BAPAM clinic but provided by a practitioner on our Directory e.g. specialist dentistry, hypermobility experts, hand therapy. If the service is private, BAPAM-registered patients often receive discounted services.

As these data are based on information recorded at the time of telephone registration, this outcome may change – ie. many patients decide to come to BAPAM for a free assessment before taking up services elsewhere.

Table 1b

Registrations & Appointments	2015 Count	2015 %	2014 Count	2014 %	2013 Count	2013 %	2012 Count
New patient registrations	895	-	923	-	843	-	881
Free appointments (assessment & followup)	1,204	74	1,289	67	1,229	60	*
Subsidised therapeutic appointments (London only)	413	26	631	33	808	40	*
Total appointments	1,617		1,920		2,037		1,889

*Data collection has changed: comparable data not available.

Table 1c

All Appointments	2015 Count	2015 %	2014 %	2013 %	2012 %
London	1414	87	92	93	90
Bath	0	0	0	0	<1
Birmingham	50	3	3	2	2
Cambridge	10	<1	<1	-	<1
Cardiff	27	2	2	1	1
Dublin	0	0	<1	<1	<1
Glasgow	16	1	1	1	1
Leeds	26	2	<1	2	2
Manchester	71	4	1	<1	3
Newcastle	1	<1	<1	0	<1
Portsmouth	2	<1	<1	<1	<1
Total	1617				

Note that these are *total* clinic appointments – including free follow-up visits and subsidised therapy sessions in the London clinic.

Table 1d

Clinician appointments in 2015	Assessments (free)	Followups (fee paying: BAPAM London only)
London		
Dr Frances Carter (GP)	68	-
Dr Shareen Chua (GP)	12	
Dr Anita Nathan (GP)	57	-
Dr Peter Newman (GP)	4	
Dr Peter Warren (GP)	3	
Louise Curley (Physiotherapist)	80	79
Jill Guymer (Physiotherapist)*	40	59*
Josephine Lawson (Physiotherapist offsite)	20	-
Drusilla Redman (Physiotherapist)	115	76
Sarah Upjohn (Physiotherapist)	111	56
Micheal Mehta (Osteopath)	20	17
Dr Mike Shipley (Rheumatologist)	52	-
Dr Hara Trouli (MSK physician)	94	9
Dr John White (Hand/Upper Limb Surgeon)	36	-
Prof Pat Woo (Rheumatologist)	11	-
Ian MacDonald (Vocal Health Adviser)	89	21
Dr Anne Doherty (Psychiatrist)	21	-
Dr Carol Chapman (Psychologist)	109	155
Subtotal	942	472

Clinician appointments in 2015 contd.		
Regions		
Dr Jonathan White (Birmingham)	50	-
Dr Trish Halliwell (Cambridge)	10	-
Dr Sion Edwards (Cardiff)	27	-
Dr Juliet Bressan (Dublin)	0	-
Dr Faith Gardner (Glasgow)	16	-
Dr Richard Solomons (Leeds)	23	
Dr John Powell (Manchester)	71	-
Dr Lynne Bloxham (Newcastle)	1	-
Dr Marcus Saunders (Portsmouth)	2	-
Virginia Whiteley (Leeds)**	3	
Subtotal	203	-
TOTAL	1145	472

* Jill Guymer offers free followup care: figure is total free appointments (assessment and followup).

** Started in December

Table 2a

Gender	<i>2015 Count</i>	<i>2015 %</i>	<i>2014 %</i>	<i>2013 %</i>	<i>2012 %</i>
Female	506	57	54	55	52
Male	389	43	46	45	49
Total	895				

Table 2b

Age range (new in 2014)*	<i>2015 Count</i>	<i>2015 %</i>	<i>2014 %</i>
12 to 15	15	2	2
16 to 17	17	2	2
18 to 25	349	39	36
26 to 35	215	24	27
36 to 45	125	14	10
46 to 55	88	10	10
56 to 65	50	5	7
Over 65	28	3	5
Not recorded	8	1	<1
Total	895		

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

Figure 1: Age ranges

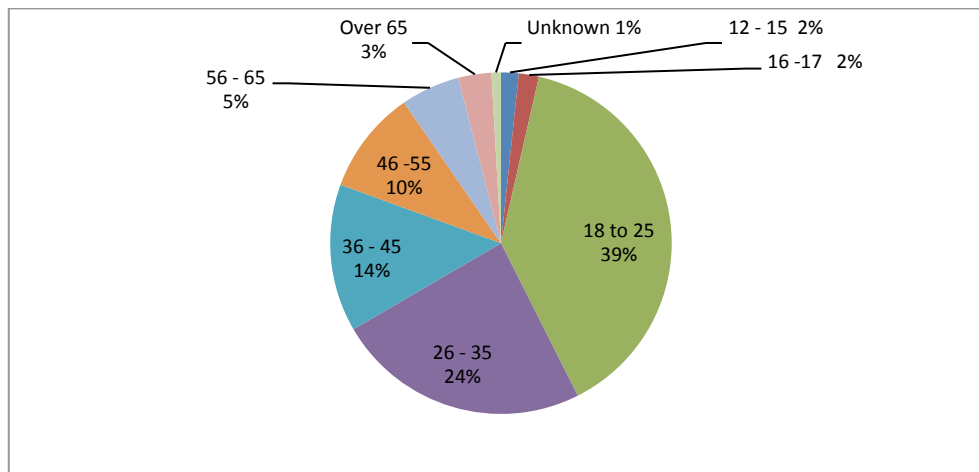


Table 2c

Ethnicity	2015 Count	2015 %	2014 %	2013 %	2012 %
White - English/Welsh/Scottish/N Irish/British	582	65	68	68	72
White - Other	115	13	15	14	12
White - Irish	23	3	2	2	3
Other Ethnic Group	14	2	2	2	2
Mixed - Unspecified	14	2	2	1	1
Asian/Asian British - Chinese	4	<1	1	2	<1
Mixed - Other mixed/multiple ethnic background	19	2	2	2	2
Asian/Asian British - Indian	1	<1	<1	<1	<1
Black African/Caribbean/British - African	12	1	<1	<1	<1
Asian/Asian British	16	2	<1	1	<1
Black British - Unspecified	13	1	<1	1	1
Mixed - White and black African	0	0	<1	<1	<1
Mixed - White and Asian	13	1	1	<1	<1
Black African/Caribbean/British - Caribbean	7	1	<1	<1	1
Mixed - White and Black Caribbean	4	<1	<1	1	<1
Asian/Asian British - Pakistani	2	<1	<1	0	0
Arab	1	<1	<1	<1	0
Black African/Caribbean/British - Other	3	<1	<1	<1	<1
Not recorded	52	6	4	3	3
Total	895				

Table 2d

Region of residence	2015 Count	2015 %	2014 %	2013 %	2012 %
London	449	50	50	51	48
South East	149	17	19	21	22
North West	87	10	5	5	9
Wales	30	3	5	4	3
West Midlands	45	5	4	3	4
East	24	3	3	2	1
Scotland	21	2	3	5	4
South West	43	5	3	3	4
East Midlands	15	2	2	3	2
Yorkshire and Humberside	21	2	2	2	1
North East	8	1	2	2	2
Republic of Ireland	1	<1	<1	<1	1
International	1	<1	<1	<1	0
Northern Ireland	1	<1	<1	<1	<1
Total	895				

Table 2e

Employment	2015 Count	2015 %	2014 %	2013 %	2012 %
Professional	481	54	52	48	51
Student	338	38	38	41	35
Semi-Professional	76	8	10	11	14
Total	895				

Table 2f

Union or Professional Membership	2015 Count	2015 %	2014 %	2013 %	2012 %
No	497	56	56	56	57
Yes	398	44	44	44	43
Total Responses	895				

Table 2g

Union or Professional body named	2015 Count	*2015 %	2014 %	2013 %	2012 %
MU	193	34	37	43	57
Equity	117	21	24	22	24
MCPS/PRS	90	16	12	8	15
PPL	84	15	11	7	14
ISM	33	6	8	8	11
RSM	6	1	2	3	1
EPTA	4	1	<1	1	No data
ESTA	5	1	<1	<1	No data
Dance UK	3	<1	<1	1	No data
BECTU	6	1	<1	<1	1
Other	19	3	4	7	No data
Total Respondents	398				
Total Responses *	560				

* Performers can be members of more than one: % is of total responses. (Reporting on this variable has changed and been re-calculated for preceding years)

Figure 2: Unions and Professional groups 2015

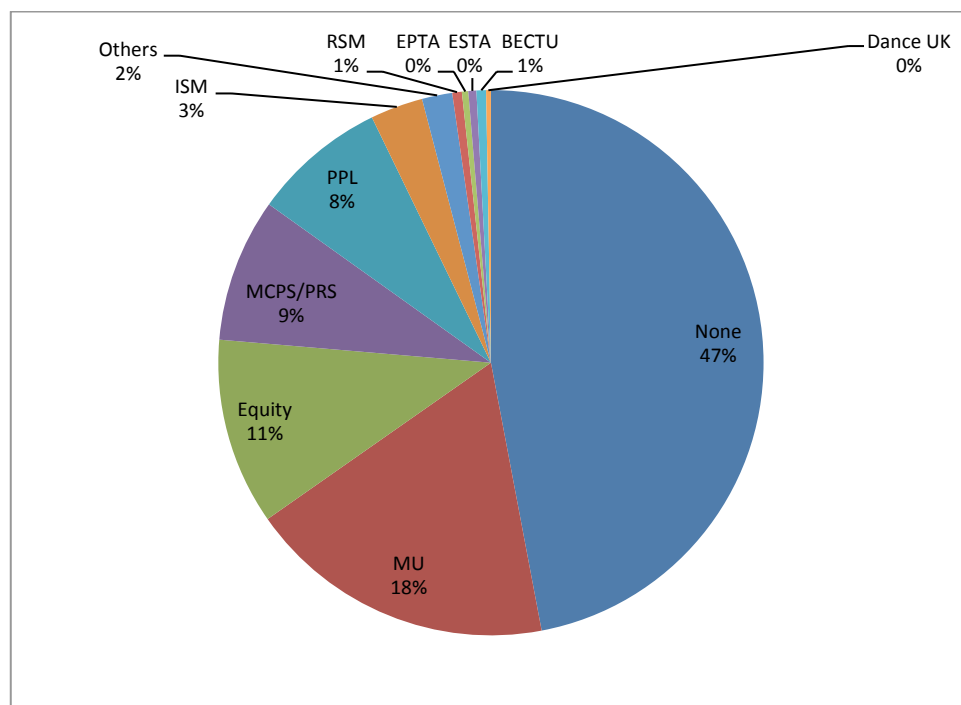


Table 2h: Students' colleges

College/University	2015 Count	2015 %	2014 %
ACM Academy of Contemporary Music	3	1	1
ALRA Academy of Live & Recorded Arts	1	<1	0
Anglia Ruskin University [SAS]	4	1	<1
Birmingham Conservatoire [SAS]	28	8	11
Bristol Institute of Modern Music	1	<1	<1
Brit School	1	<1	-
Cambridge University	2	<1	<1
Canterbury Christ Church University [SAS]	0	0	<1
Cardiff University	0	0	<1
Central School of Speech and Drama	6	2	1
Chethams	1	<1	<1
Chichester University	0	0	<1
Colchester Institute	1	<1	0
Drama Centre London	2	<1	0
Dublin Institute of Technology	1	<1	<1
Edinburgh Napier University	0	0	<1
Goldsmiths University	5	1	2
Guildhall	27	8	7
ICMP - Institute of Contemporary Music Performance [SAS]	15	4	6
Italia Conti Academy of Theatre Arts	0	0	<1
Kings College London	1	<1	<1
LAMDA - London Academy of Music & Dramatic Art	0	0	<1
Leeds College of Music [SAS]	3	1	1
Leeds University [SAS]	5	1	1
LIPA - Liverpool Institute Performing Arts	3	1	
London Centre of Contemporary Music	0	0	<1
Manchester University	0	0	<1
Mountview Academy	1	<1	0
Newcastle University	0	0	<1
Other/Secondary school etc	37	11	11
Purcell School	2	<1	1
RAM - Royal Academy of Music	14	4	5
RCM - Royal College of Music [SAS]	23	7	7
RNCM - Royal Northern College of Music	43	13	4
Rose Bruford College of Theatre & Performance	2	<1	<1
Royal Holloway	4	1	<1
RSAMD - Royal Scottish Academy of Music and Drama	5	1	2
RWCMD - Royal Welsh College of Music and Drama [SAS]	19	6	9
Tech Music School	7	2	5
Thames Valley University	1	<1	-
Trinity Laban [SAS]	17	5	4
Urdang Academy	3	1	0
Wac Arts	0	0	1
West London University	2	<1	<1
Westminster University	0	0	1
York University [SAS]	6	2	<1
Not recorded	43	13	15
TOTAL	338		

SAS = Student Advocate Scheme member

The student data refers to the numbers of registered performers studying at each institution: it does not reflect number of appointments (they may have more than one) or location of appointments (they may travel to a clinic in a different location to their institution or place of residence)

Comparable data pre-2104 is not available

Table 2i

Main source of info about BAPAM	<i>2015 Count</i>	2015 %	2014 %	2013 %	2012 %
Word of Mouth	294	33	29	29	36
College	219	25	17	19	16
Tutor	63	7	10	7	6
MU	63	7	8	11	13
Equity	59	7	7	6	6
GP / health practitioner	51	6	6	8	9
BAPAM Website / Search Engine	35	4	4	4	6
Help Musicians UK inc MSHS	27	3	4	4	3
Employer	16	2	2	1	1
RSM	13	1	2	2	<1
BAPAM Health Promo Talk	10	1	2	3	<1
ISM	9	1	2	1	1
Dance UK	8	<1	<1	<1	No data
Leaflet	7	<1	1	1	1
Student Advocate	7	<1	1	<1	<1
Article - Online or Print	4	<1	<1	<1	1
PRS/PRSBF/M Magazine	4	<1	<1	<1	<1
Unknown	0	0	0	3	0
Other	6	<1	2	-	-
Total	895				

Table 3a

Branch of Performing Arts (BOPA)*	2015 Count	2015* %	2014 %	2013 %	2012 %
Instrumentalist	571	58	59	59	64
Singer	185	19	19	20	20
Actor	122	12	13	11	7
Dancer	74	8	6	8	9
Variety Artist	15	2	2	2	2
Crew	12	1	1	1	2
Total	979*				

*Performers can name more than one BOPA: % is out of total responses to this question.

Table 3b

Music Genres (<i>musicians only</i>)	2015 Count	2015 %	2014 %	2013 %	2012 %
Classical	432	58	58	55	58
Rock/Pop	107	15	16	16	16
Jazz	74	10	9	9	10
Musical Theatre	51	7	6	6	4
Folk/Traditional	32	4	4	4	5
Electronic/Dance/Hip Hop etc	7	1	2	<1	<1
Other	36	5	4	4	5
Not Recorded	1	<1	1	7	2
Total (musicians only)	740				

Note 1: Musicians can be recorded as having 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 3c

Branch of music/ Instruments played * (new in 2014)	2015 Count	2015 %*	2014 %
Accordion	4	<1	<1
Bagpipes	1	<1	<1
Banjo	2	<1	<1
Bass Guitar	31	4	3
Bassoon	11	1	2
Cello	44	6	5
Clarinet	25	3	4
Composer	3	<1	1
Computer	2	<1	<1
Conductor	2	<1	1
Cor Anglais	1	<1	<1
Cornet	1	<1	0
Double Bass	22	3	3
Drums	39	5	4
Dulcimer	0	0	<1
Euphonium	1	<1	0
Flute	33	4	4
French Horn	6	1	1
Gamelan	0	0	<1
Guitar	96	13	14
Harmonica	3	<1	<1
Harmonium	0	<1	<1
Harp	14	2	2
Harpsichord	14	2	<1
Hurdygurdy	0	0	<1
Keyboards	2	<1	1
Lute	3	<1	<1
Mandolin	2	<1	<1
Oboe	15	2	2
Organ	6	1	1
Percussion	13	1	2
Piano	146	20	21
Piccolo	1	<1	0
Recorder	5	<1	<1
Saxophone	28	4	4
Sitar	0	0	<1
Tanpura	0	0	<1
Timpani	2	<1	0
Trombone	5	<1	1
Trumpet	15	2	3
Tuba	3	<1	<1
Ukelele	0	0	<1
Viola	28	4	3
Violin	113	15	13
Voice	185	25	26
Total musicians	740		750

* % is of total musicians

740 registered performers were musicians (singer/instrumentalist); 571 reported playing at least one instrument (other than voice).

Figure 3: Branch of music/instrument played

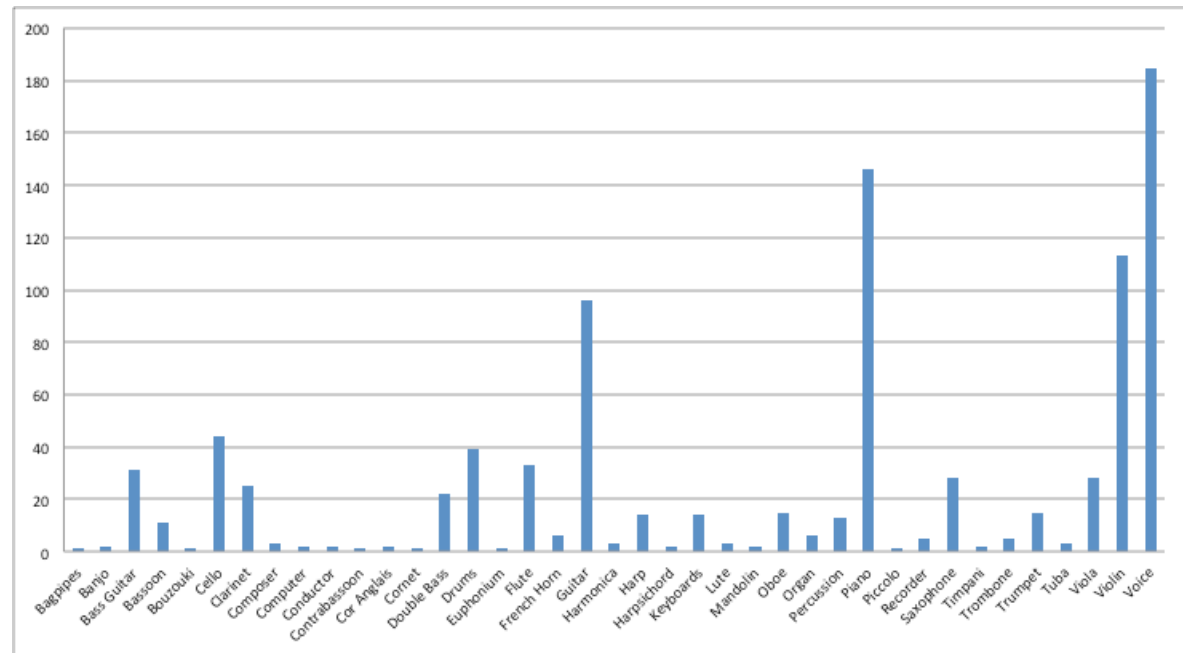


Table 4a

Main health problem*	2015 Count	2015 %	2014 %	2013 %	2012 %
Musculoskeletal	636	71	66	70	73
Voice	111	12	15	12	13
Psycho-social	106	12	11	9	6
Hearing	17	2	3	3	2
Other	25	3	5	6	6
Total	895				

* Only one type of health problem can be recorded for each patient at registration. 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 which will be encoded as part of our Electronic record development.

Note that a performer's main health problem may not be directly related to their branch of music or performing arts e.g. singer with musculo-skeletal problems (not voice) - related to performance.

Table 4b

Already seen a health professional	2015 Count	2015 %	2014 %	2013 %	2012 %
Yes*	535	60	60	63	59
No	360	40	40	37	41
Total	895				

Table 4c

Type of health professional seen*	2015 Count	2014 Count
NHS GP	430	468
NHS Other	175	163
Private	148	131

*A performer may have seen more than one type of health professional. Data collection for this variable changed during 2014, so comparison data from pre-2014 is not available

Table 4d

Consultation patterns	2015 Count	2015 %	2014 %
NHS Only	387	72	76
Private only	73	14	12
Both	75	14	12
Total	895		

Section 1c: Discussion and Trends

Overall, our data for 2015 is very similar to previous years. Some points worth noting are:

Activity: the slight reductions in overall registrations and appointments from 2014 to 2015 followed the preceding year's greatly *increased* activity - 10% and 5% respectively from 2013 to 2014 - a trend we would have difficulty sustaining within current resources (both premises and personnel). Related issues are outlined below.

Vocal health: following the departure of our voice assessor, Ian MacDonald, in July 2015, vocal health assessments have only been available through our GPs: we no longer offer assessments with a non-medically qualified voice specialist. We are commencing a collaboration in 2016 with specialists in the field, including the British Voice Association (BVA) and associated ENT consultants, to review and develop service provision in this area. The suspension of our specific voice assessment service in mid-2015 may account for the reduced number of performers presenting primarily with voice problems (and subsequent higher proportion of MSK cases (*Table 4a*)), although it is interesting to note that the proportion of singers remained largely unchanged (*Tables 3a & 3c*).

Subsidised followup: as part of our ongoing governance and service review, we started to reduce the provision of subsidised, private followup appointments in the London clinic (reduced by 35% in 2015), particularly vocal coaching and psychotherapy. Our move to new clinic premises in early 2016 will enable us to further rationalise these services. Future provision of subsidised therapy will partly depend on the service model our principal funders, Help Musicians UK, wish to invest in if their funding to BAPAM is renewed post-2016.

Psychosocial assessments: We were delighted to be able to offer some psychosocial assessments with NHS psychiatrist Dr Anne Doherty at the London clinic throughout the year. Following her relocation to Ireland at the end of 2015, we are keen to continue provision of this specialist service and hope to have appointed a replacement psychiatrist within the first quarter of 2016, as well as additional experts on our Directory.

Regional clinics: The busiest clinic outside London was Manchester for the first time in several years (*Table 1c*). The clinic was re-opened by Dr John Powell in 2014 (following Dr David Fielding's retirement in 2013), and is currently based at Royal Northern College of Music (RNCM) which strongly promotes the service to its students (see *Tables 2d & 2h*)

Ethnicity: there has been a steady reduction in proportion of performers who describe themselves as 'White British' (*Table 2c*) which may be evidence that our aim to deliver services to more diverse

groups is succeeding, although trends in other categories are too small to be conclusive. Note as well that raised levels of 'not recorded' on this variable may be related to the appointment of new Helpline staff who have been undergoing training.

Unions; Source of information about BAPAM: it is unclear what lies behind the changed patterns of union/professional memberships (*Table 2g*) as most performers continue to cite 'Word of Mouth' as their rather than specific organisations as the source of information about BAPAM (*table 2i*). Increased proportions citing 'College' as a source may be linked to the increased numbers attending the Manchester clinic based at RNCM and the further development of our Student Advocate Scheme.

Section 2. Electronic clinical record: phase 1 pilot summary

As mentioned, we commenced a pilot of a summary electronic record for completion by clinicians during assessments. The data collection period ran from 1 November 2014 to 30 April 2015, with data collected from 142 patient consultations conducted by six BAPAM clinicians. Feedback has been collated and some technical issues addressed to enable us to link the webform data to each patient's CRM record. A revised version of the record will be piloted in early 2016.

Highlights from the initial pilot are as follows:

89% of patients were musicians

64% had reduced their performance due to their health problem, and 22% had stopped completely.

25% did not warm up prior to performing, and 27% did not take regular exercise.

78% had physical symptoms, most commonly pain (72%) or reduced/lost function (41%)

42% had psychological symptoms, most commonly mood and sleep disturbance (76% and 39% respectively)

Onset factors were identified in 80% of cases, most commonly performance changes – increased performance time (34%) or changes to technique/repertoire (14%).

65% of performers had experienced their presenting problem previously.

94 had sought previous treatment, which was usually medical. The most commonly seen healthcare professionals was NHS GP (58%)

The main reasons for coming to BAPAM were to obtain more about their condition and options for care (71%) and information about diagnosis (59%).

The BAPAM clinician confirmed a previous diagnosis in 30% of cases, and a new or different diagnosis in a further 52% of cases. (Details of diagnoses are currently text based and too detailed for reporting here). During the consultation, clinicians provided reassurance and advice about the condition for 88% of patients, psychotherapy/counselling for 26%, and healthy performance practice advice for 18%.

Clinicians made recommendations regarding treatment for 62%, rehabilitation for 41%, and further investigations for 26%. In 70% of cases, they wrote a referral letter, and recommended that 15% returned to them for a free followup.

Section 3a: Clinical Assessment Feedback Summary

A central component of our service development is listening to our performer patients and learning from their experiences. In addition to daily conversations with performers through our Helpline and clinics, we collect extensive anonymous survey data from all our service users. These data enable us to constantly monitor and improve our services: low ratings and negative comments are analysed (alongside any formal Complaints and clinical incidents), and learning points are incorporated into our staff and clinical workforce development plans.

All patients completing a free assessment with a BAPAM clinician are asked to complete an anonymous feedback form (performers who are offered free assessments with different clinicians complete a form after their first appointment with each). The forms are available online, although staff encourage performers in the London clinic to complete a hard copy before departure (staff enter the data onto the electronic form).

BAPAM's process for dealing with negative feedback:

Gathering and learning from patient feedback and monitoring quality of care is a central component of BAPAM's service model. Patient feedback is routinely monitored by the Chief Executive and Clinics Manager, and any responses where a clinician or Team member has been rated '2' or below on any performance variable (each rated on a 1 to 5 scale), or where free text comments are very negative, is immediately logged as an '*Incident*' (negative patient experience). The feedback is sent to the clinician or staff member concerned for discussion, including any actions required (training, CPD). Anonymised incident reports are presented quarterly to BAPAM's Medical Committee for monitoring. Feedback which raises patient safety concerns are treated as 'Serious' and escalated for action as per BAPAM's *Incidents Policy*. The same applies to Formal Complaints. (see the BAPAM website for details of these policies and procedures).

Respondent profile

See Tables 5a and 5b.

The total number of respondents for 2015 was 753. The respondent profile largely matches our registration data – with most being musicians with a musculoskeletal problem.

Health consultation details

See Tables 6a to 6c.

Most respondents attended the London clinic.

The vast majority (99%) felt they saw the right type of clinician (GP, consultant, physiotherapist). 38% of respondents reported being assessed by a physiotherapist.

The main reported consultation outcomes were '*information about health condition*' (65%) and '*advice about healthy performance practice/self-care*' (58%). 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*' (clinician's 'self-referral') or '*another BAPAM practitioner*' to give the name of the practitioner. Details are included in Table 6c. As can be seen, the most commonly reported followup appointments were with physiotherapists - physiotherapy followup in the London clinic is often the continuation of a short course of treatment commenced within the initial free consultation. (Note that Jill Guymer is a volunteer and all her followup appointments are free to the patient).

Names of additional practitioners who are not BAPAM clinicians but are registered on the BAPAM Directory are included for interest.

Referrals from a BAPAM clinician to another (including referrals from our regional GPs to our London clinic) were commonly additional assessments for patients with complex conditions or more than one health problem and were often free. These data will be more systematically analysed and reported once the clinicians' electronic record becomes fully implemented.

The vast majority of patients rated clinicians' performance as 'good' or 'excellent' on all measures (97%).

Bookings, appointment system and waiting times

See Tables 7a to 7c.

The majority of patients (57%) spoke to Clinics Manager, Clare Hicks.

98% of respondents rated the support they received from clinics staff on the Helpline as 'good' or 'excellent' (*Table 7b*).

The majority of respondents (77%) said they were seen within 2 weeks of contacting BAPAM (*fig 1*). A minority (5%) had waited over 4 weeks.

Most respondents (97%) felt waiting times were acceptable. Of those ticked 'not acceptable' (20 respondents; 3%), waiting times varied between one week and more than four 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 offer clinics at BAPAM on monthly basis.

Section 3b: Clinical Assessment Feedback Data

Table 5a

What kind of performing artist are you? <i>(please tick any that apply to you)</i>	2015 Count	2015 %	2014 %	2013 %
Instrumentalist	491	65	67	67
Singer	209	28	27	23
Actor	132	18	18	14
Dancer	73	10	9	10
Variety Artist	13	2	2	1
Crew	6	1	1	1
Conductor *	19	3	-	-
Composer *	67	9	-	-
Director/producer *	10	1	-	-
Announcer/VoiceOver artist *	7	1	-	-
Other <i>(please specify)**</i>	31	4	5	8
Total respondents	750			
<i>Skipped Question</i>	3			

* New categories for 2015 - reduced use of 'other' category

**'Other' includes: teacher (5) and circus artist (6), and also – comedian, choreographer, researcher, actor-musician, music journalist/writer

Table 5b

What type of problem brought you to BAPAM? <i>(you can select more than one)</i>	2015 Count	2015 %	2014 %	2013 %
Musculoskeletal (joints, muscles, movement)	529	71	72	80
Psycho-social	115	15	16	10
Voice	118	16	16	11
Hearing	15	2	2	2
Other <i>(please describe)*</i>	44	6	5	6
Total respondents	749			
<i>Skipped Question</i>	4			

* 'Other' includes: respiratory problems, embouchure difficulties, throat/sinus, post-operative trauma, skin conditions, medication issues (including chemotherapy)

Table 6a

Who was your BAPAM appointment with?	Count 2015	2015 %	2014 %
London			
Dr Frances Carter (GP)	59	8	7
Dr Anita Nathan (GP)	47	7	11
Dr Shareen Chua	10	1	
Dr Peter Newman (GP)	-	-	2
Dr Peter Warren (GP)	-	-	0
Louise Curley (physiotherapist)	64	9	-
Jill Guymer (Physiotherapist)	32	5	10
Jo Stokes (Physiotherapist)	-	-	9
Janet Deane (Physiotherapist)	-	-	2
Drusilla Redman (Physiotherapist)	85	12	17
Sarah Upjohn (Physiotherapist)	100	14	-
Michael Mehta (Osteopath)	16	2	
Dr Mike Shipley (Rheumatologist)	44	6	8
Prof Pat Woo (Rheumatologist)	3	<1	2
Dr Hara Trouli (Musculoskeletal physician)	70	10	<1
Dr John White (Hand/Upper Limb Surgeon)	18	3	2
Ian Winspur (Hand Surgeon)	-	-	<1
Ian MacDonald (Vocal Health Adviser)	61	9	14
Dr Anne Doherty (Psychiatrist)	16	3	-
Dr Carol Chapman (Psychologist)	75	11	12
Other	7	14	-
Don't remember	3	<1	<1
Total	710		

Regions	2015 Count	2015 %	2014 %
Dr Jonathan White (Birmingham)	16	69	53
Dr Trish Halliwell (Cambridge)	2	9	4
Dr Sion Edwards (Cardiff)	0	0	7
Dr Juliet Bressan (Dublin)	0	0	0
Dr Faith Gardner (Glasgow)	0	0	13
Dr Richard Solomons (Leeds)	2	7	4
Dr Jonathan Powell (Manchester)	3	13	6
Dr Lynne Bloxham (Newcastle)	0	0	0
Dr Marcus Saunders (Portsmouth)	0	0	1
Other	0	0	20
Total	23		

99% felt they saw the right type of clinician (98% in 2014).

Table 6b

What was the outcome of your consultation? <i>(please select all that apply)</i>	2015 Count	2015 %	2014 %	2013 %
Information about my condition	477	65	69	63
Healthy performance advice/self-help recommendations	425	58	54	50
Another appointment with the same clinician at BAPAM	177	24	26	27
An appointment with another clinician at BAPAM	86	12	16	14
Information about NHS referrals and services and/or letter to GP	162	22	24	23
Information about and/or referral to a private healthcare service	59	8	8	10
Help Musicians Student Health Scheme application form	45	6	7	No data
Physiotherapy/manipulation treatment - during consultation	137	19	20	No data
Steroid injection - during the consultation	6	1	<1	No data
Other *	66	9	10	8
Total respondents	737			560
Skipped question	16			

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

Table 6c

Outcomes: patient reports of followup appointments with BAPAM clinicians & practitioners	Number of respondents who named the clinician under 'an appointment with the same clinician at BAPAM'	Number of respondents who named the clinician under 'an appointment with another clinician at BAPAM'
Dr Frances Carter (GP, London Clinic)	1	-
Dr Anita Nathan (GP, London Clinic)	-	1
Dr Trish Halliwell (GP, Cambridge Clinic)	1	-
Dr Mike Shipley (Rheumatologist, London)	3	2
Dr Hara Trouli (MSK physician, London Clinic)	9	2
Mrs Jan Panesaar (ENT consultant on Directory)	-	1
Prof Pat Woo (Rheumatologist, London)	-	1
John White (Hand/upper limb surgeon, London Clinic)	4	3
Jill Guymer (Physiotherapist, London Clinic)	25	4
Josephine Lawson (Physiotherapist on Directory)	-	1
Drusilla Redman (Physiotherapist, London Clinic)	31	7
Sarah Upjohn (Physiotherapist, London Clinic)	45	3
Dr Anne Doherty (Psychiatrist, London Clinic)	2	-
Dr Carol Chapman (Psychologist, London Clinic)	6	6
Dr Andy Evans (Psychologist on Directory)	-	3
Dr Jane Oakland (Psychologist on Directory)	-	4
Dr Alex Wilner (Psychologist on Directory)	-	1
Ian MacDonald (Voice Therapist, London Clinic)	13	6
Dr Jenevora Williams (Vocal coach on Directory)	-	2
Karen O'Connor (Performance Coach on Directory)	-	2
Physio – unspecified	-	4
Other/tbc	-	12
TOTAL	176	63

Table 6d Patient ratings of clinician performance (1 = Poor, 5 = Excellent).
Data is % respondents choosing each rating

	Advice about condition		Knowledge about performer needs		Manner & Attitude	
	2015 %	2014 %	2015 %	2014 %	2015 %	2014 %
1 Poor	<1	0	<1	0	<1	<1
2	<1	<1	<1	<1	<1	<1
3 Average	1	1	2	2	1	1
4	18	17	17	18	10	10
5 Excellent	81	81	80	79	89	89
Total respondents	738	678	736	676	738	676

Selected comments about assessing clinicians (with additional patient/outcome details):

Professional easy to talk to, and very knowledgeable but able to explain to me what was happening in a simple way.

Actor with MSK problems. Assessed by Michael Mehta (osteopath, London Clinic). Reported Outcomes = information about condition; another appointment with same clinician. Rated all aspects of service 'Excellent' . Waited less than 1 week.

Sarah was incredibly helpful in looking at the causes of my problem at a really fundamental level .Even though I use my body everyday to work, it was a revelation. And I am already feeling the benefit.

Actor with MSK problems. Assessed by Sarah Upjohn (physiotherapist, London Clinic). Reported Outcomes = information about condition; physiotherapy/manipulation; healthy performance education & self help advice. Rated all aspects of service 'Excellent' . Waited 1-2 weeks

Excellent attention to detail. A complete diagnosis, not received by home GP or ENT consultant. Wishes to hear how I get on with the suggested treatment - i.e. caring and interested which is hugely appreciated.

Instrumentalist with hearing problem. Assessed by Frances Carter (GP, London Clinic). Reported outcomes = information about condition; information about NHS/letter to GP; advice on medication. Rated all aspects of service 'Excellent' . Waited less than 1 week.

He was very understanding and encouraging. He was also very knowledgeable about not only the problems I had but about people I could see about them.

Instrumentalist with MSK and psychosocial problems. Assessed by Dr Jonathan White (GP, Birmingham Clinic). Reported outcomes = information about condition; healthy performance education & self help advice; completion of Help Musicians' Student Health Scheme application. Rated all aspects of service 'Excellent' . Waited 1-2 weeks.

It is excellent to receive such a knowledgeable & understanding service; especially as I am a musician of limited financial ability. I have been strongly reassured & leave here very happy that I can keep playing.

Instrumentalist with MSK problems. Assessed by Mike Shipley (rheumatologist, London Clinic). Reported Outcomes = information about condition; Information about diabetes; information about NHS/letter to GP; information/referral to private healthcare; healthy performance education & self help advice; referral to NHS Harley Street; Offer of steroid injection, but both decided against due to trip to Hong Kong. Rated all aspects of service 'Excellent' . Waited 2-3 weeks (and felt this was acceptable).

Very kind and open - supportive and positive. Knowledgeable about the specifics of playing the piano even though she is not a pianist herself!

Instrumentalist with MSK problems. Assessed by Dru Redman (physiotherapist, London Clinic). Reported Outcomes = information about condition; followup appointment with same clinician. Rated all aspects of service 'Excellent' . Waited less than 1 week.

Lifesaver! One 45 minute appointment and she told me what was wrong and how to sort it rather than being brushed off and forced to make extra appointments....

Instrumentalist with MSK problems. Assessed by Sarah Upjohn (physiotherapist, London Clinic). Reported Outcomes = information about condition; healthy performance education & self help advice. Rated all aspects of service 'Excellent' . Waited 1 -2 weeks.

Very warm reception by clinician. Very knowledgeable about how my condition relates to the wide ranging demands of my work as a community musician. Reassuring. Clear advice given. Lots of time and consideration taken to ensure I understand the nature of my difficulties and the steps I should take to resolve them. Thank you.

Instrumentalist, singer, vocal workshop leader, technician with MSK problems. Assessed by Dru Redman (physiotherapist, London Clinic. Reported Outcomes = = information about condition; physiotherapy/manipulation; healthy performance education & self help advice; reading recommendations; invitation to return in one month if needed. Rated all aspects of service 'Excellent'. Waited less than 1 week.

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	%
Not sure/Don't remember	111	16
Clare Hicks	408	57
Dan Hayhurst	160	22
Zuri Jarrett Boswell	169	24
Deborah Charnock	9	1
Other	5	1
Total respondents	718	
<i>Skipped question</i>	35	

Table 7b

How would you rate the service you received from the Helpline operator?	2015 Count	2015 %	2014 %	2013 %
1 Poor	0	0	<1	0
2	0	0	0	0
3 Average	11	1	2	3
4	55	8	9	10
5 Excellent	651	91	89	87
Total respondents	717			
<i>Skipped question</i>	36			

As can be seen, reported satisfaction with BAPAM's Helpline was again at a high level in 2015.

Comments about the Admin Team and BAPAM generally

Clare was also incredibly helpful and took time to really examine what my problem might be and who would be best placed to sort it out. A really super introduction to BAPAM.

Please, please, please keep this service going. It is excellent & so are all the staff

I wish other places had such good customer service. They have time to talk to you. Great staff. Thank you.

It was really refreshing to speak to friendly staff who seemed to go out of their way to help. Very much appreciated

EXTREMELY helpful, efficient and friendly. Very reassuring. I felt I was being listened to and respected and that my welfare was very important. Very efficient admin / emails. Thank you!

Seems flexible and so impressed with the speed with which they offered an appointment. The reminder call was MUCH appreciated. Clare and Dan have always been extra concerned to fit me in appointments when I've needed them - no automatic telephone answering machine yippee! Cups of coffee freely proffered. The only thing missing is the (free?) Danish pastries and movies on demand...Thank you all very much indeed!

I have used your services before & always had a good experience. I hadn't been in for quite some time, but I was remembered by the staff & felt so welcomed back. I have only great things to say about my experiences of BAPAM & I think it is such a valuable service to professionals

Just a big thank you. Very fast help! Very understanding about a missed appointment for a serious reason, resulting in extra help for this problem being offered by email too

Table 7c

How long did you have to wait for your BAPAM appointment after first calling the Helpline?	2015 Count	2015 %	2014 %	2013 %
Less than 1 week	287	40	35	30
1 – 2 weeks	234	33	35	30
2 – 3 weeks	109	15	16	18
3 – 4 weeks	54	8	9	13
More than 4 weeks	34	5	5	9
Total respondents	718			
<i>Skipped question</i>	35			

73% of respondents reported they received an appointment within 2 weeks – an improvement of 5% on 2014 and 10% on 2013.

98% felt the waiting time was **acceptable** (including the majority of patients (25/34; 74%) who waited more than 4 weeks). This was similar to reported satisfaction in 2014.

Comments about waiting times and personal circumstances

They could have given me an earlier appointment but I couldn't make it due to work issues. They kept in contact and made sure I had all the information that I needed.

The reason I had a 2-3 week wait was that I had to cancel the first appointment I made. Otherwise, it was more like 1 week.

Because I was on holiday.

It was great that they even let me know there was an earlier cancellation (although I couldn't make that time).

Initially my wait was 10 days, but they called me as soon as a cancelled appointment became available.

Comments about waiting times from 'unacceptable' respondents:

I'm happy with the service and especially the communication and follow up by staff members. Would be ideal if wait times to see a practitioner could be reduced a bit ... maybe 2 weeks rather than almost 4 in this case. Much better than NHS wait times, however, so well done and thank you!

No – but that was due to personal circumstances of physio I was due to see. Easy to phone up and they arranged an appointment there and then. Appointment was moved due to the physio's personal schedule but I was called up to be given a heartfelt apology and they instantly rearranged. All lovely!

I was a little dismayed at the waiting time ... everything else was impressive. Really excellent experiences both on the phone and in person.

Please don't think I'm annoyed about the length of time I had to wait for my appointment as it was the first available at the time.

I do not feel this wait was acceptable but I understand you are very busy!

Section 4: Follow-up Feedback Summary

In 2013, we started collecting follow-up reports: all performers attending a first free assessment receive an e-mail 6 months after their free assessment asking for detailed, anonymous information about their health and care since their visit to BAPAM.

Unfortunately, response rates are low. We are unsure of the reasons, but this may be due to: performers finding problems resolved and considering further contact irrelevant; complex 'patient journeys' involving many different healthcare professionals or lengthy waiting times – impact of BAPAM assessment and health status difficult to assess; lack of engagement with anonymous, electronic surveys. We therefore report data cumulatively to enable us to amass a sufficient volume of responses to detect some trends. However, these may not be representative of all patients' experiences.

A summary of responses to date from performers who had attended a free BAPAM appointment from October 2012 to 3 April 2015 is provided below. The total respondents is 222. For most questions, respondents could give more than one answer, so totals exceed 100%.

- Performer profiles were similar to *Activity and Feedback* data, including prevalence of musculoskeletal problems (71%). Most had been seen in London (76%), Birmingham (6%) or Manchester (4%).
- The most commonly reported actions taken after their visit to BAPAM were treatment/therapy (58%) and changes in performance and practice (44%)
- 25% had returned to BAPAM for a free appointment as part of their ongoing care
- 67% had since seen a health professional, most commonly a GP (54%), NHS hospital consultant (45%) and a private health professional (40%). The most commonly reported specialist services accessed for followup care were physiotherapy (45%), psychosocial support (17%), orthopaedics (14%) and rheumatology (12%).
- 85% reported that their problem had improved since visiting BAPAM (and 9% reported a complete resolution). However, 11% reported the problem remained unchanged and 5% reported getting worse

- Barriers to accessing care after their visit (including care recommended by BAPAM) most commonly included cost (39%) and NHS waiting lists (31%), as well as work schedule (25%), and diagnostic uncertainty (25%). Several commented that getting a referral from their GP was difficult
- 96% said they would recommend BAPAM to a colleague

Selected comments from follow-up respondents:

Negative feedback – those who would not recommend BAPAM.

8 said no, and 4 provided further detail:

In three of these cases, it appears that the diagnosis or advice was either not definitive or was later contradicted or changed. This is not uncommon for some conditions and healthcare journeys, particularly for the types of conditions that we see at BAPAM. We constantly monitor our clinicians' performance and training and, as far as possible, work to provide the highest standard of care.

In two cases, the respondent reported that they never received the followup information from BAPAM that they were expecting. We regret such occurrences - we constantly monitor our procedures and encourage patients to contact us for any further advice, but occasionally this doesn't happen.

Positive responses:

I found the consultation with Dr Jonathon Wright particularly useful.

Instrumentalist with MSK problems seen at Birmingham clinic in March 2015. Since appointment, has seen an NHS physiotherapist and a technique teacher and had physiotherapy and undertaken changes in performance practice. Rated themselves as 'recovering well and continuing to improve,' with no mention of barriers to accessing care.

A very friendly service. I was able to get an appointment quickly which meant my injuries didn't continue longer than necessary. I was then granted funding very easily and the lessons were available to me within a very short space of time after applying. Thank you!

Instrumentalist with MSK problems seen at Birmingham clinic in Feb 2015. Followed up with performance practice changes and Alexander technique lessons. Rated themselves as 'some improvement but still having problems', with no mention of barriers to accessing care.

Jill Guymmer was the first Medic to give me hope that I could make a recovery and live a normal life again! I am forever indebted to her and your wonderful organisation for helping save my life! I can only re-iterate my previous comments and thank Clare Hicks in particular and her wonderful colleagues for their patients and empathy and compassion shown to me on my visits to Holborn. Thank You is not enough!

Instrumentalist/singer/actor with MSK problems relating to stroke seen in London Clinic in March 2015. Went on to see a larynx specialist and have voice therapy and stroke specialist. Specialist care accessed included neurology, speech and language therapy and psychosocial support. Has continued to see Jill Guymmer for physiotherapy, and also BAPAM Registered Practitioner Giovanna Reitano for Counselling/Hypnotherapy. Reports that is 'recovering well and continuing to improve' and barriers to accessing care were NHS waiting lists. Would recommend BAPAM

BAPAM was the beginning point of the journey I have made and the first port of call. The help I got there set me on the track to deal with my issues and I then pursued them more locally to my area.

Instrumentalist with MSK problems and tinnitus seen in London clinic. Has gone on to have osteopathy for MSK problems and mental health support through GP and cognitive hypnotherapist for tinnitus and associated anxiety. Reports 'recovering well and continuing to improve'. Would recommend BAPAM. No barriers to care mentioned – highlighted that they could afford to go private.

Because of BAPAM I received free assessment and got familiar with my health situation. I also received full information about potential help I can receive before, during and after my surgery. I used all of this information and managed to receive both financial and personal help. I also would like to mention Dan Hayhurst, who massively helped me with my problem. Because of his help I received a lot of support from many organisations, mostly from Actors Benevolent Fund, which I am very grateful. I would definitely recommend BAPAM to everyone from show-business who needs needs medical help. Excellent organisation. Keep on doing great job.

Actor with MSK problems seen in BAPAM London Clinic in April 2014 (responded to survey in Jan 2015). Has since had ACL surgery (reconstruction of ligament in knee) and physiotherapy. Reports 'recovering well and continuing to improve'. Would recommend BAPAM. No barriers to care mentioned.

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 with MSK problems seen in London Clinic March 2015 by Physio Jill Guymer. Went on to apply her advice; no other treatment. Rated condition as 'recovering well and continuing to improve', and cited barriers to recovery as distance/travel.

Section 5: Website data

Sessions	30066
Users	21112
Page views	69347
Average pages viewed per session	2.31
Average session duration (minutes)	1.45
Bounce rate (%)	61.85
First time visits (%)	70.22
	8245
Blog views	(4315 in 2014)