



Connect Health busts some myths about TUPE

Connect Health has worked in partnership with the NHS for nearly 3 decades, providing evidence based, clinically driven, effective MSK services.

It is essential for Connect to put NHS staff at ease when transferring over to us via TUPE, when Connect commences the management of a new local MSK service. This infographic aims to bust some myths about perceived changes in terms and conditions, particularly around pensions, pay and grades.

MYTH 1

You don't provide NHS PENSIONS

Untrue - We will continue contributing the same percentage amounts to your NHS pension, unless you choose otherwise.

All NHS pension rights accrued are protected and Connect will continue to contribute to this scheme through a Direction Order. Connect pays directly into the NHS Pension Scheme in many other contracts it holds.

"We felt anxious of the future moving from one organisation to another but our fears have been allayed. There have been no changes to our package or pensions. The things most dear to us didn't change."

Wendy Monaghan, Podiatrist & Service Manager, North East

MYTH 2

You change NHS T&Cs

Under TUPE regulations you will maintain the same terms and conditions you currently have.

However, if the terms and conditions of the new employer are more favourable you can choose to move to a Connect contract and be employed under their terms and conditions. For example through promotion or taking on another position. The only difference is that you will now operate under our performance related pay structure.

Nearly **100 staff** TUPE'd over successfully, **90%** of which were clinical

"I can confidently say that I've learnt more at Connect in the last year, than I have in all my previous NHS jobs over the last 3 years. Whilst I took a sideways step in terms of salary, the benefits outweigh this. The training and development, career pathways, support and variety is so much better."

Martin Mason, MSK Physiotherapist, North East
[Full story here](#)

MYTH 3

HOLIDAYS don't match the NHS

You will continue to have your NHS contract holidays, as these are contractual.

Because Connect run their holiday year from 1 July, you will be given an additional proportional holiday entitlement for the period between 1 April and 30 June.



MYTH 4

There is no JOB SECURITY

Untrue - you cannot be dismissed as you are protected under TUPE transfer rules.

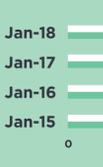
Any dismissal that is connected to the transfer would be automatically treated as "unfair". Any redundancy would be subject to a full consultation process. To date no clinical staff have been made redundant despite considerable numbers joining us. Connect is growing so there are more and more jobs and career opportunities. Your role will not change without your agreement and your pay is protected.

"I had been employed by the NHS for 17 years - my whole career - and when I returned to work, I would have a new employer in Connect so I was apprehensive about joining an independent provider. But I was overwhelmed with how accommodating they have been. Connect's role has been fundamental in my recovery - a gradual return with constant support and approachability."

Rachael Marsden, Senior MSK Physiotherapist,
[Full story here](#)

8 different pathways across Clinical, Management and Business functions

35 clinicians in senior management positions



MYTH 5

There are limited opportunities for CAREER development

This is simply untrue.

Connect Health offers the equivalent of 1 hour high quality In-Service Training (IST) every week for all clinicians, new graduate and Advanced Development Pathways for early career physios, bespoke advanced practice physio training and IST with regional programmes, dedicated "MSKEdNet" educational events and our new Developing Consultant Programme. There is long established and excellent clinical supervision and mentorship including access to our real time data dashboard that lets you know what's happening with your patient outcomes.

"In an NHS model I would have been less likely to get an ESP (Extended Scope Practitioner) job at this stage in my career. Connect focuses on competency and developing talent."

Katharine Netherton, Senior Physiotherapist and Team Leader, London
[Full story here](#)

26 MSK network events in last year

750 clinicians attended

35 physios in senior management positions

60 clinicians attended leadership courses in the last year

8 different pathways across Clinical, Management and Business functions

Correct @ Aug 18

MYTH 6

You have limited CLINICAL AUTONOMY to treat

Clinicians are encouraged to act as autonomous practitioners but not in isolation and unsupervised.

Our unique "10/10" clinical guidelines for practice have been very positively received by most external reviewers and given they are fully evidence-based and up to date we would expect the contents to be used much of the time. Connect outcomes exceed documented standards for physiotherapy and as a result we have published this in peer review journals.

We are proud to have many examples of clinicians choosing and improving within the organisation.

"It's different to anything I've done before and as a big company they put so much time and effort into training with lots of support to self-improve."

Timothy Raffle, MSK Physiotherapist, North East
[Full story here](#)

MYTH 7

Your services CHERRY PICK patients

The reality is the opposite for Connect.

Cherry picking patients is often described in the context of surgical procedures and Connect is not a surgical provider. The fact is all of our services are in areas identified by Right Care where MSK provision is particularly challenging, with higher than average spends and many in highly deprived parts of the country for community MSK. So cherry picking is certainly one misconception applied to Connect.

Newcastle West was one of our most successful published studies and involved providing MSK services in an inner city with some of the highest deprivations wards in the country.

"I was TUPE'd over to Connect in May 2016 and it's fair to say there was a lot of bad feeling and hearsay. I was a little apprehensive about these changes as we see a diverse patient population who often present with complex presentations. My fears have been allayed and since joining Connect I have become a team leader and involved in development programmes which I'm really enjoying. If you are willing to work hard and you know that MSK is the route for you then you will do really well with Connect."

Alison Bryne, MSK Physio and team leader, London
[Full story here](#)

MYTH 8

We DISCHARGE PATIENTS EARLY

It's about outcomes, not the review rate, and it's fair to say Connect is focussed on empowerment, self-management and de-medicalisation.

Our review rate of 1 - 2.2 in physiotherapy services includes many patients that self-manage after one contact but less activated patients have higher review rates appropriate to their needs. Our review rates are standard for the NHS

In our Nottingham PhysiLine study, only 4% of patients who were self-managed with one phone call as their only contact returned for a face to appointment within 12 months.

"I've worked for the NHS for the last 14 years. My motivation is working with individuals to transform them from being ineffective and demoralised people to become effective and happy. Connect offered me an opportunity to have a better work/life balance. With a short commute into work this allows me to spend more time with my children."

Sadie Booker, Service Manager for North Kirklees and Wakefield
[Full story here](#)

MYTH 9

You inappropriately refer to secondary care leading to LOW CONVERSION RATES

This is simply incorrect. Connect's clinical conversion rates nationally are consistently over 70% which is well above the national average. One of our fundamental drives is to reduce inappropriate referrals to secondary care where rehabilitation and patient empowerment are the key.

In Nottingham the surgical conversion rate improved from 30-40% to 70%.

In Hammersmith and Fulham, we saw reductions in secondary care referrals by GPs year on year, compared to the previous provider

14% reduction in Trauma & Orthopaedics

19% reduction in Rheumatology

"The admin support is fantastic - It all comes down to having more time with patients, less time running around, it's less stressful and there is more time to relax and focus."

Helen Owen, MSK Physiotherapist, Midlands
[Full story here](#)

MYTH 10

You are about MAKING PROFIT, not patient care

The business was founded in 1989 by three clinicians with an interest in improving MSK care, frustrated by the restrictions the NHS systems provided.

We take financial responsibility for the business and the NHS very seriously. Both must survive and thrive. The company has remained debt free and so there are no external influences. We have invested significantly in infrastructure and people to ensure maximum efficiency in delivering high quality service - this has been and remains a clear focus. For example, we have invested £1.8m "profit" into the infrastructure, systems and people over the last 3 years, which includes £200,000 of that profit on our staff - e.g. learning & development and rewards for excellence.

Many people may be surprised to know that Connect doesn't do any private practice. We therefore have no perverse incentives in the private sector. We simply focus on providing the best possible care for NHS patients. If that is your philosophy, Connect is an exciting and rewarding place to be!

"I was TUPE'd across to Connect in February 2018. I was excited by the prospect of moving as I'd got to the point where I was very fed up, felt stuck and a little bit limited. It's very different to working in the NHS but not in a bad way. I work with a lot of proactive, clever clinicians and if you are proactive and ambitious, it's a really good place to work."

Katie Fox, Team leader and Specialist Hand Therapist