



**Sam**  
MSK Clinician

*“Everyone is lovely and there to support you.”*

Meet Sam, an MSK Clinician. She describes her experience of joining PAM Physio Solutions with a sports rehabilitation degree.

**What attracted you to PAM Physio Solutions?**

I joined PAM Physio Solutions as they were the first company to provide the same opportunities as if I were a physiotherapist. I'd wanted to work in occupational health since being helped by a former employer to recover from post-viral fatigue following glandular fever. The GP didn't really help me, but the physio I was referred to via work was fantastic. They adjusted my working conditions and even diagnosed me.

**What does your typical day involve?**

I work mainly on PhIL, our physio information line, providing general advice to people who have a musculoskeletal (MSK) issue. I provide advice about managing their injury and prescribe exercises that they can do via telephone and video consultations. I also do management referrals, where managers explain how someone might be struggling to work, for us to advise on whether they are fit to be in work and, if so, how best to support them with reasonable adjustments.

**What do you like most about your job?**

I really like the variety of the work we do. I get to support people from all sorts of companies, with all sorts of conditions, across a wide range of ages.

It's interesting to learn about people's jobs and ways to support them to stay in work. It's also a very supportive company that wants to help you develop your skills. We have an hour a day to work on our own development and access to lots of education to help progress our skills and career.

**What do you find most challenging?**

It can be challenging when someone has a lot going on and is feeling overwhelmed and upset about things that are out of our scope. But the good thing about working for PAM Physio Solutions is that it's part of a wider occupational health group, so we can also do an onwards referral into our Employee Assistance Programme (EAP) for access to counselling if needed. Some of the IT was also a bit challenging to use when I first joined, but that's now become second nature.

**Why would you recommend working for PAM Physio Solutions?**

Everyone at PAM Physio Solutions is lovely and there to help you anytime. There's also a great induction process where you get more time for doing admin and reports when you first start and access to lots of training. There are some brilliant courses about disability and managing complex cases, which I've enjoyed completing. I also have a lovely manager and good mix of remote working and face-to-face consultations and the employee benefits are also very generous.

