

# Physiotherapy support when muscle and joint pain gets in the way

Available to West Lothian Council employees



## Experiencing back, neck, shoulder or joint discomfort?

West Lothian Council offers access to Sword, a physiotherapy provider, helping employees **address muscle and joint issues early and access the right support through physiotherapy.**

Through Sword, you'll be connected with a qualified physiotherapist who takes time to understand your symptoms and works with you to determine the most appropriate next step.

Through Sword, support may include:

- Assessment with a qualified physiotherapist
- Digital physiotherapy sessions you can do from home, with ongoing support from a physio
- Educational support to help manage symptoms
- Guidance towards in-person physiotherapy

## How do I access Sword?

1

### Speak to your manager

Start by having a conversation with your line manager about any muscle or joint discomfort you're experiencing.

2

### Get referred

Your manager refers you to Sword on your behalf, so you can access the right support without needing to navigate it alone.

3

### Book your triage call

You'll be invited to book a free 15-minute triage call with Sword's clinical team, who will take time to understand your symptoms and needs.

4

### Kick off your journey

You'll be guided to the most appropriate next step, whether that's digital physiotherapy, in-person physiotherapy, or learning-based support.

Pain doesn't wait. Why should you?  
**Speak to your line manager to be referred and start your recovery.**



Neck



Back



Shoulder



Ankle