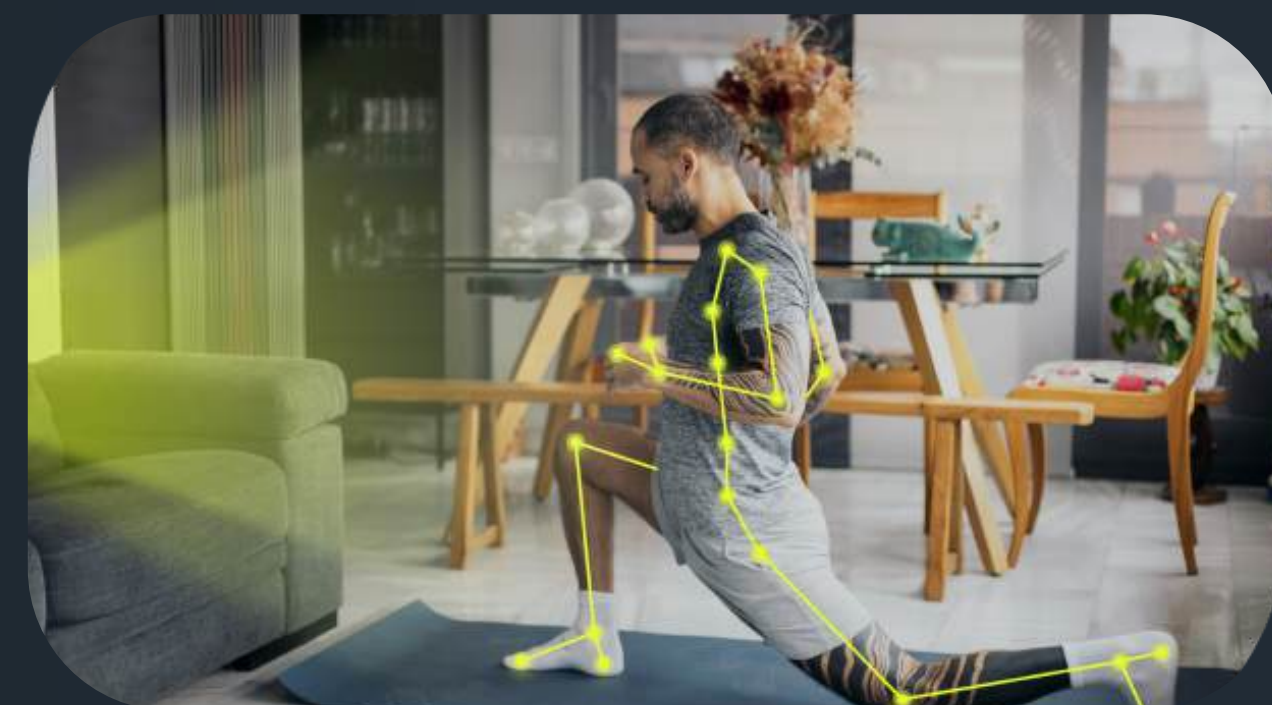
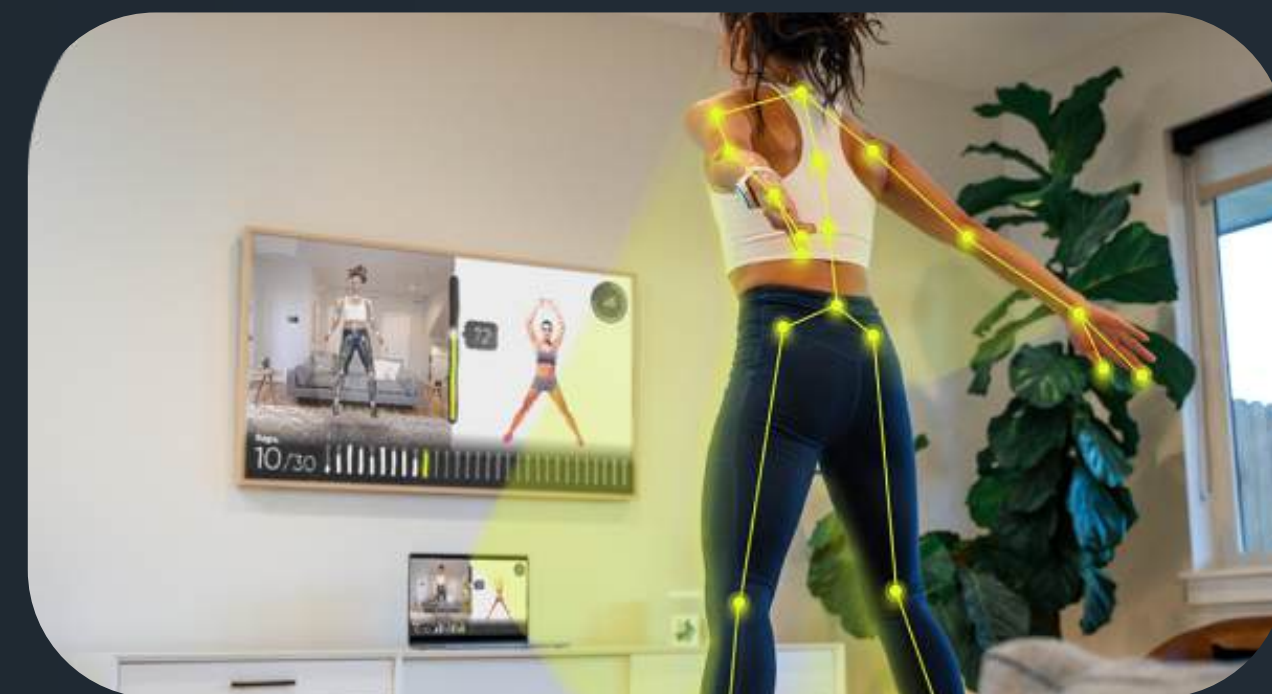


Faster, smarter delivery of Remote Physio to support any organisation





Our Vision and Mission

Vision

We see a world where healthcare is powered by innovation, guided by data and accessible to everyone.

Our goal is to support wellbeing by reducing pressure on traditional systems & empowering people to live more active lives.

Mission

To transform access to physiotherapy, fitness and preventative care through **innovative digital solutions that break down barriers, lower costs and improve MSK outcomes at scale.**

DocHQ at a Glance

**Blending digital ease
with expert insight.**

DocHQ is here to help you make the best, healthiest choices and to offer all the advice, encouragement and support needed.

From online Physiotherapist expert care to Annual Wellness Testing, right through to access to online doctors – DocHQ is your health partner.



1,000,000+
Customers

98%+ Satisfaction
Score

100+ Partners

2,750+ Clinicians



MSK Conditions: The Most Pressing & Preventable Burden in Healthcare



MSK conditions account for up to **30% of GP consultations in England** & cost the NHS **over £5 billion** annually.

They are the **most common cause of disability** and significantly contribute to **long waiting times and clinical backlogs**.



Over **20 million people** in the UK live with an MSK condition.

These conditions result in more than **30 million lost working days every year**, placing major strain on employers, health systems and the economy.

<https://www.england.nhs.uk/elective-care/best-practice-solutions/musculoskeletal>

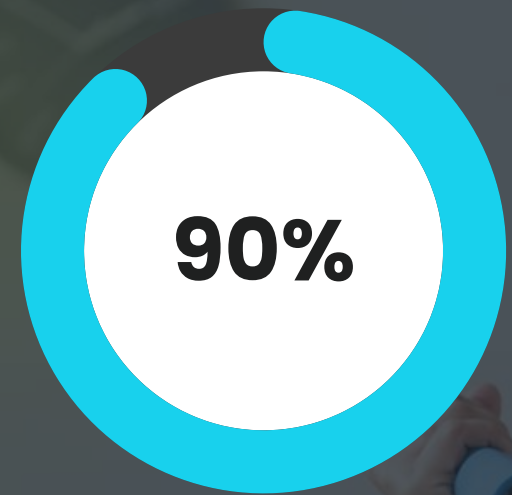
<https://www.england.nhs.uk/blog/martin-mcshane-20/>



MSK Conditions: Leading Disability

Musculoskeletal (MSK) disorders affect **>1.71 Billion** people worldwide, making them the leading contributor to disability.





of companies
offering wellness
programs report
**improved financial
sustainability and
increased growth.**

What **we** do.

1

Proactive MSK Care

MSK care tailored to meet diverse workforce needs – from preventative exercise, to Physio treatment for MSK issues and injuries, to post-recovery maintenance of strength and mobility to prevent recurrence.

2

Effective Solutions

The fully remote MSK solution integrates advanced AI technology with expert care from Chartered Physiotherapists and Level 3 Personal trainers to transform the health of employees and businesses.

3

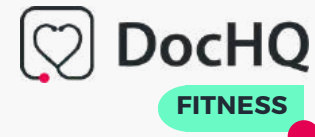
Sustainable Results

We help employees maintain long-term strength, and mobility through ongoing digital support – preventing recurrence and reducing absenteeism over time.

Our Integrated Solutions



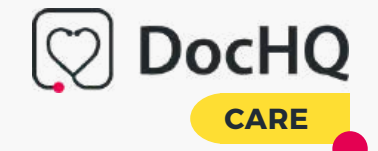
AI-powered physiotherapy that supports the full MSK journey – from triage and treatment to recovery and prevention.



Expert-designed workouts and strength plans to improve mobility, reduce injury risk, and promote active lifestyles.



Wellbeing tools and early risk detection to help users stay ahead of long-term health challenges.



Designed to support individuals in care by improving strength, balance and mobility.



Real-time AI tracking via 111 points
Personalised rehab plans
Remote Physio Oversight



Progressive plans
Posture & Flexibility Support
Gamified Workouts



Risk Detection AI
Educational Resources
Personalised Mobility Plans



Promotes Independence
Falls Risk Reduction
Personalised Mobility Plans

DocHQ Real Time. Automation. No Device.



Online Booking

Drive Engagement

Empower employees to self-book via secure, branded portals. Minimal HR input needed. Promote uptake through internal comms, QR codes, or SMS links.



AI Triage Tool

Automated Triage

Our AI tool guides users through evidence-based symptom screening, instantly flagging red flags and assigning the right care pathway.



Video call with Clinicians

Fast Access to Experts

Connect users to experienced MSK clinicians within 24-48 hours. No waiting lists, no travel. Each call results in a tailored recovery plan.



Personalised exercise program, with real-time feedback

No Extra Devices

Users follow bespoke rehab plans with in-browser tracking & instant form correction. Real-time posture analysis. Encourages daily engagement. Tracks adherence.



Remote monitoring & automated progress management

Smart Recovery

Clinicians and employers get visibility on recovery through automated dashboards. High-risk or non-responders are flagged for escalation. Audit trail for occupational health



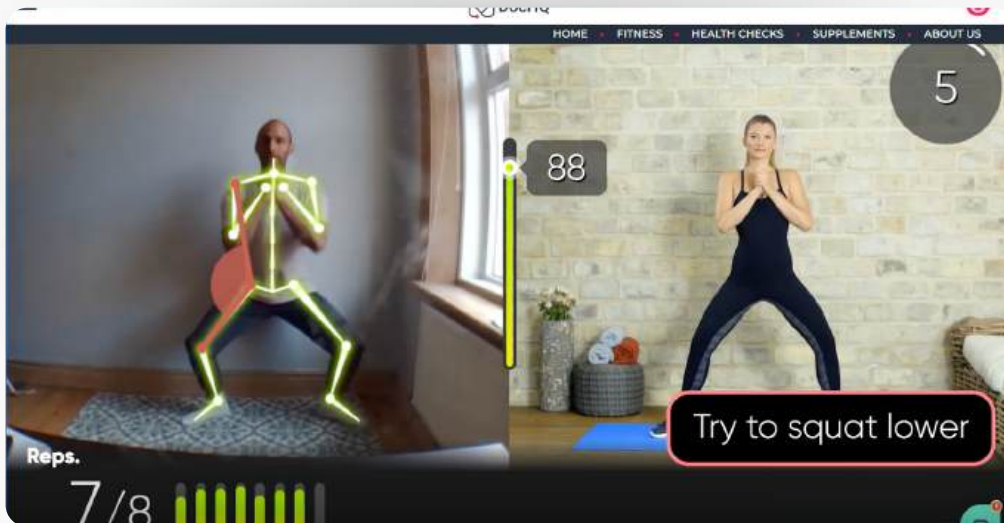
E-Discharge

Digital Reporting

Once recovery goals are met, users are auto-discharged with digital summaries and RTW recommendations. Option to export outcomes to OH or GP.

DocHQ is Redefining Digital **Physio**

Patient View



Computer Vision Technology

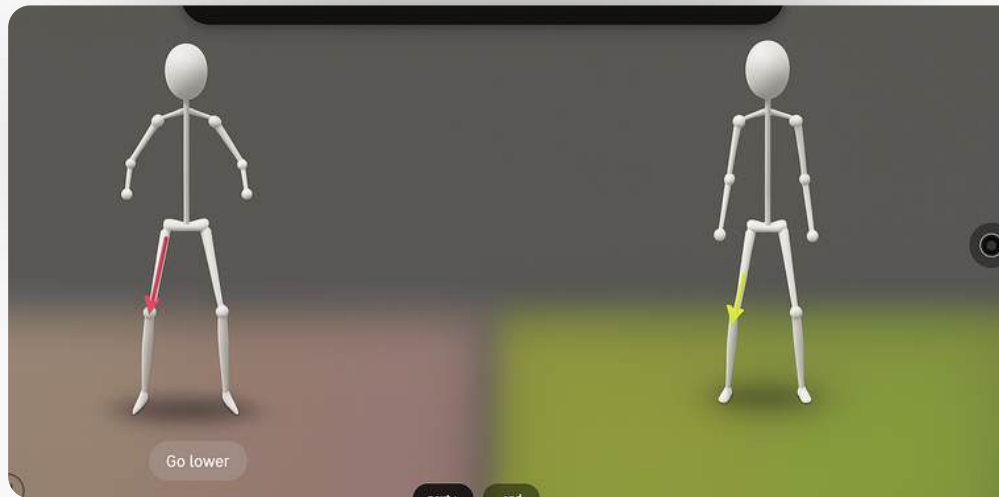
Real Time Motion Tracking:

- Analyses patient movements via device cameras.
- Provides immediate feedback

No Wearables Required:

- Reduces costs & increases ease of use.
- Removes barriers to access and improves user comfort.

Physio View



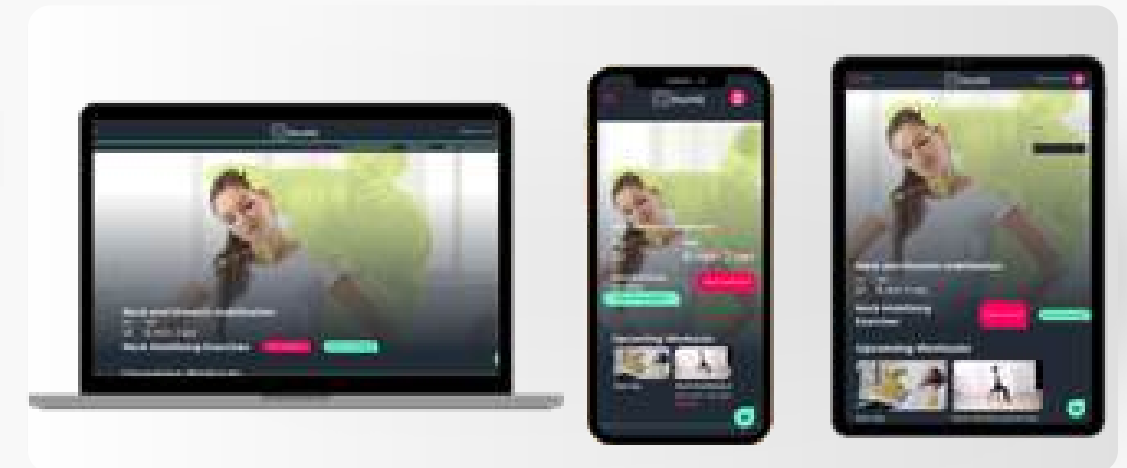
Advanced AI & Machine Learning

Personalisation Algorithm

- Tailored exercise programs by clinicians.
- Continuously learn & improve from user data.

Predictive Analytics:

- Proactively adjust care plans to enhance outcomes.
- Proprietary algorithms, where the real IP resides
- Unique models drive superior outcomes
- Anticipate patient needs.

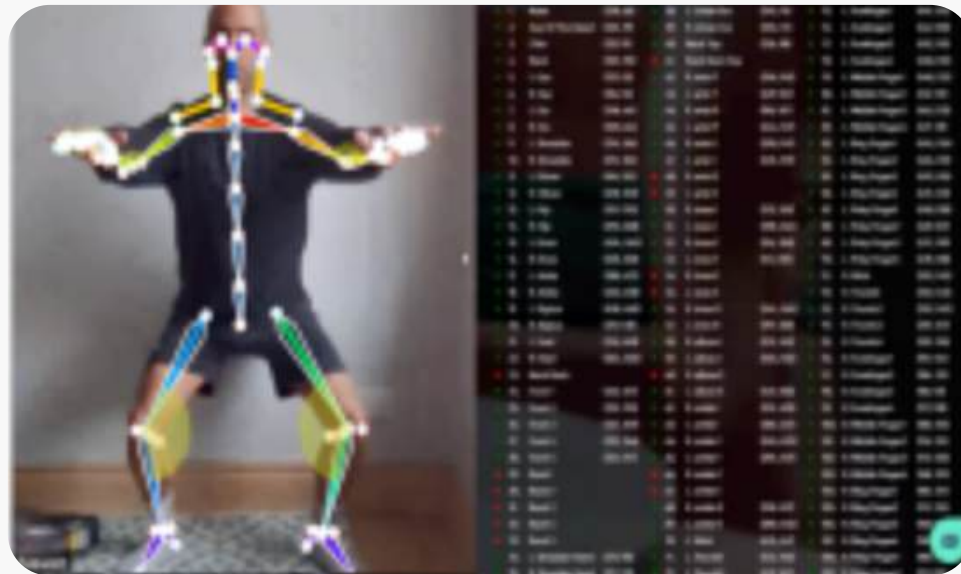


Scalable Architecture

Microservices & Cloud Computing

- Integrates with EHR, OH, and claims systems via API.
- Supports rapid scaling to meet growing demand.
- Maintains high performance and availability.
- Ensures reliable delivery across large, distributed workforces.
- Delivers consistent UX across desktop, mobile, and tablet.

DocHQ Technology: Supporting Care, Not Replacing It



Smart Automation

- Analyse posture and movement in real time via 111 Tracking Points
- Delivers **dynamic adjustments** based on performance
- **600+ exercises for 80+ MSK conditions**
- Require **no wearables or external devices**



Clinician Partnership

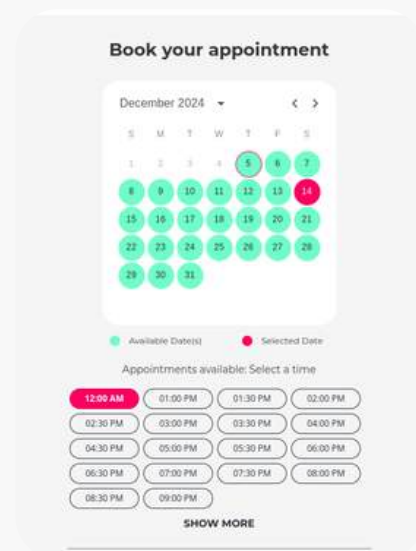
- All programmes overseen by **HCPC-registered clinicians**
- **Built-in escalation** for **red flags** or stalled recovery
- **Clinicians** can adjust plans, schedule reviews or discharge
- **Dashboards** monitor adherence, pain scores and outcomes



Human Experience

- **Friendly audio and visual feedback** during exercises
- **Motivational cues** and progress updates
- Reassuring tone promotes **trust** and **adherence**
- Personalised **microlearning** and **educational support**

How it Works



1

Booking

Book online – fast appointment within 24-48 hours via Phone or Computer



2

Assessment

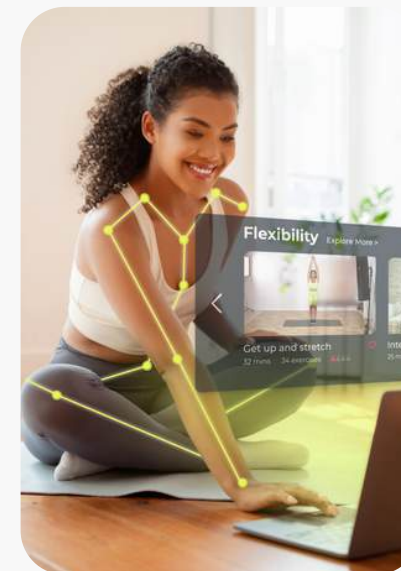
Initial virtual assessment with a Chartered Physiotherapist



3

Onboarding

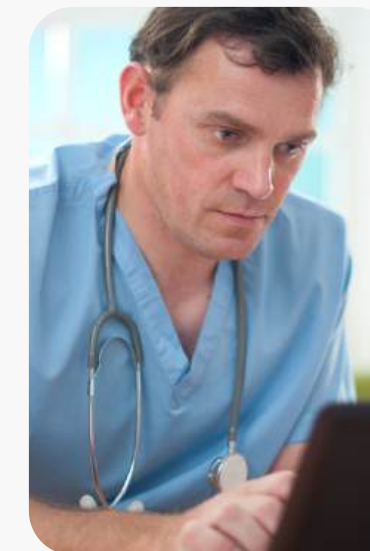
Physio creates a personalised Treatment Plan.



4

Treatment

Patient follows treatment plan from the comfort of their home



5

Monitoring

Clinician monitors progress and adjusts plan as needed.



6

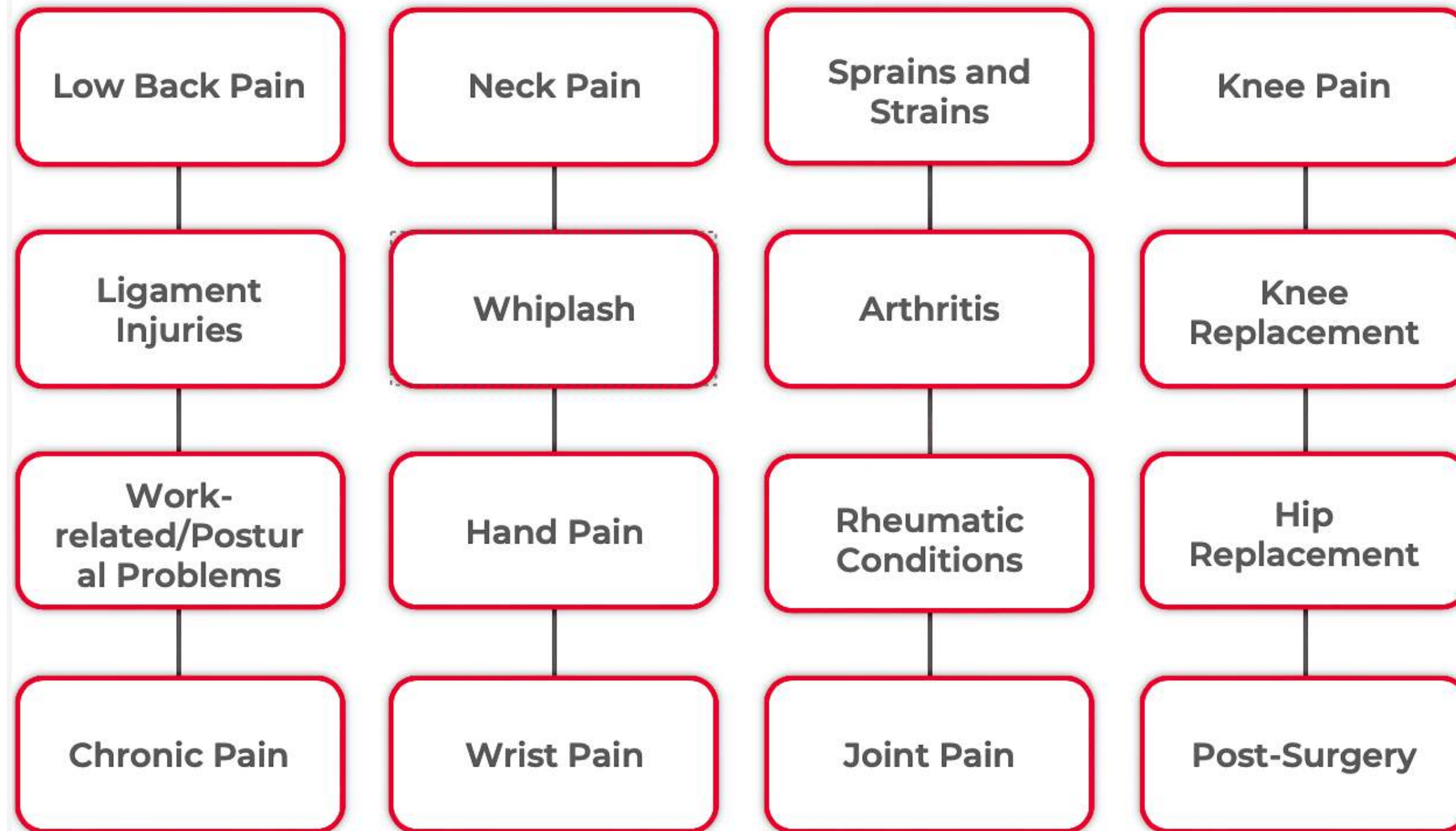
Ongoing

Support and plan optimisation over time.



DocHQ

Conditions Covered (80+)



Case Studies



Loretta – Neck & Arm Pain

"It's quite nice to have a target – a bit of a competition with myself. If I get 99% today and only 90% tomorrow, that kind of makes me cross. It encourages me to keep practising and doing it. I'm more or less getting it right."



David – Knee Pain

"The AI showed me exactly how to move, corrected me in real time, and gave me a score – that pushed me to improve. I told everyone how good it is. It's amazing."



Tim – Neck Pain & Sleep Issues

"This kept me consistent and actually doing my exercises. My sleep improved, and I found it way more useful than paper or video-based physio."

DocHQ **MSK Solution**

Key Outcomes



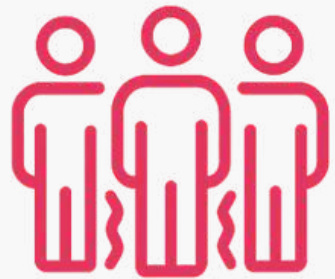
Lower insurance premiums and claims costs



Reduced staff absenteeism and presenteeism



Enhanced staff recruitment and retention thanks to unparalleled MSK



Serve need of remote, office and multi-site staff



Demonstrates dedication to sustainable practices



Data enables tracking of workforce health trends to drive wellbeing strategy

DocHQ Physio offers proactive MSK care – from **preventative exercise**, to **physio treatment** for MSK issues and injuries, to **post-recovery maintenance** of strength and mobility to prevent injury recurrence.

Integrating **advanced AI technology** with expert care from **Chartered Physiotherapists**, we transform the health and productivity of workforces and business.

*Work-related MSK disorders while working from home rocketed from **1.4% to 37.7%** due to shift to remote working.*

What makes our solution different?

We offer full end-to-end MSK service combining **physio treatment with preventative and post-recovery care** through DocHQ Physio:



Convenience and Cost- efficiency



Fully remote service,
Accessible on any smart device.



Instant Access to Professionals



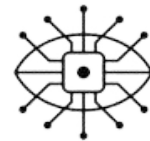
Appointments within 24-48 hours



Comprehensive care, Anywhere



Globally available



AI Computer Vision Technology



Movement tracking and real-time feedback



Dynamic, responsive treatment care plans



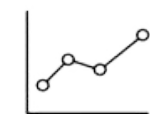
Physios monitor and update plans remotely.
Faster recovery



Pre-hab & Post-hab



Pre-hab & Post-hab



Adherence to Exercise



75%+ compliance to exercise protocols

DocHQ Clinical Outcomes: Trials & Studies

NIHR Grant – Engagement Study:

“Stakeholder and peer research to establish where DocHQ Physio technology can be used within the NHS”

Phase 1

2023/24 – completed:

- Engaged with over 50 stakeholders, including doctors, physios, researchers and patients
- Obtained feedback on usability of DocHQ Physio and how it can support current patient challenges compared to traditional physio service

Phase 2

2024/25 -- underway:

- Research and Clinical Trials around pre-/post surgery for total knee replacement, working alongside Imperial College and RNOH
- Patient and Public Involvement Groups – to understand use for patient within NHS

DocHQ Physio is a Medical Device Class 1, we are working toward Medical Device Class 2b

Feedback from Phase 1 Engagement Study



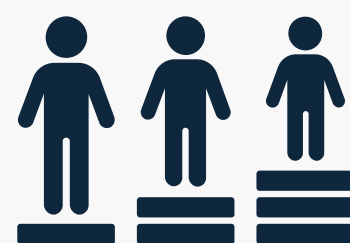
Increased adherence rate

Effectiveness 



Fewer follow up appointments needed

Cost 



Improved health equity

Effectiveness 



Reduced waitlists as patients get faster access and physios can support more patients

Cost 



Improved outcomes

Effectiveness 

DocHQ Meeting the Needs of Modern Workforces

Corporate Clients

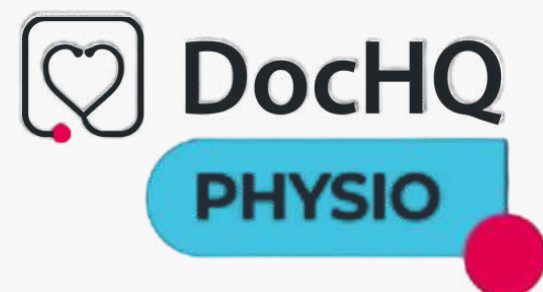
Examples: Medium-large UK employers across logistics, retail, finance, tech

- Need to **reduce claims, absenteeism and GP bottlenecks**
- Want **faster recovery and scalable support for hybrid/remote teams**
- Require help managing **holiday allowance and sickness absence**

Underserved Employee Groups

Examples: Large Scale Companies – frontline teams not covered by PMI

- Often **excluded from PMI or OH schemes**
- Work **manual or shift-based roles** with limited healthcare access
- Drive **unaddressed MSK issues and disengagement**



Cost-Efficient Model

No reimbursement- predictable pricing for employers



Scalable Support

One solution for hybrid, remote and onsite staff



Self-Referral Access

No GP needed. Employees can access care directly



Faster Recovery

Reduces time off work with personalised, guided plans

DocHQ Clients Across Industries



Insurance Companies

Lower MSK claims, reduce waiting times, improve patient outcomes



Corporate Clients

Drive productivity & retention across hybrid, desk & frontline teams



Health Providers

Expand your wellness offering with AI-powered physio care



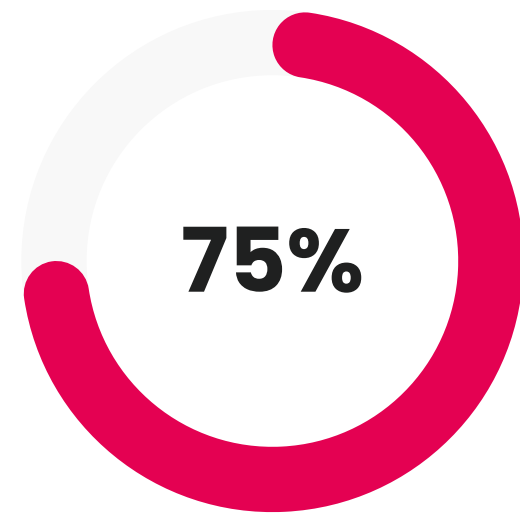
Telemedicine Platforms

Seamlessly integrate expert MSK support into virtual care journeys

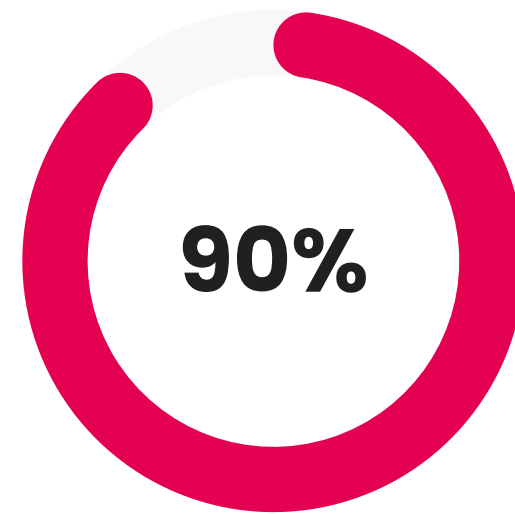


Private Employers & OH Providers

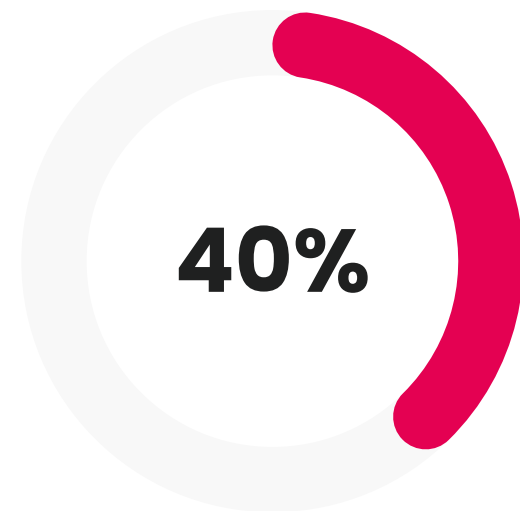
Scalable MSK support for high-risk or underserved staff groups



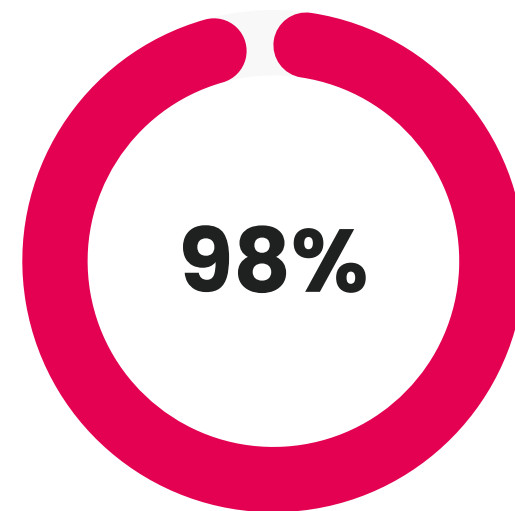
Adherence Rate



Recovery Rate



**Savings on
insurance claims**



**Satisfaction
Scores**

Our Results

DocHQ Physio helps employees manage pain through virtual consultations with Chartered Physiotherapists, personalised treatment plans, and AI-guided exercise, promoting faster recovery, reducing absenteeism, and boosting productivity.



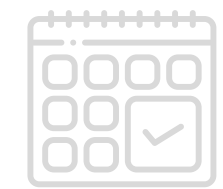
Fully Remote Delivery

Consultations and treatment plans are delivered online, allowing equal access across multi-site, hybrid, and remote teams.



**Improved Adherence
& Recovery**

Real-time feedback and ongoing physio monitoring help increase adherence and promote faster recovery.



Improved Outcomes

Reduce staff absenteeism and presenteeism, and boost workforce productivity by addressing MSK issues early.



Meet our experienced team of professionals



Madhur Srivastava

Chief Executive Officer



Dr. Nicholas Fuggle

Medical Director MSK



Amit Arora

Chief Commercial Officer



Tiggy Corben

Physiotherapist Lead



Graham Carter

Operations Manager



Dr. Harjeev Rai

Occupation Health
Consultant



Lina MacFarlane

Head of Client Relations



Ilyas Kuanyshbekov

Tech Lead

Our Values

Accessibility



Data Privacy

Choice



Expertise

Humility



Innovation



THANK YOU

**FOR BEING PART OF OUR JOURNEY TO TRANSFORM HEALTHCARE
THROUGH INNOVATION, ACCESSIBILITY AND HUMAN CONNECTION.**





Why Traditional Physio Often **Falls Short**

01

**Clinic-based rehab =
high friction, low scalability**

40%

Physio appointments in the UK are missed or delayed due to transport, time, or accessibility issues

(CSP, 2022)

02

**Long waits, inconsistent
access & limited follow-up**

**14.8
weeks**

Average NHS MSK
physio wait time

NHS referral to treatment (RTT)
waiting times data February 2024)

03

**Generic exercise plans = low
engagement & poor adherence**

Low engagement often stems from generic, unmonitored exercise plans without ongoing support.

04

**No real-time tracking =
limited clinical insight**

Without feedback loops, physios may miss early signs of deteriorating form or engagement.





Real Outcomes from Our Partners



32%
reduction

in MSK related claims within
12 weeks of rollout



70%
increase

in session adherence
driven by real time feedback
and clinical follow up



2.3x faster
return-to-work

**vs traditional MSK
recovery timelines**

