



Brightside Physio

Social & Environmental Impact Summary 2024/25

Reporting year: 2024/25

Business type: Sole director micro business

Workers: 0

Location: Cornwall, UK

Published: April 2025

Next review: April 2027

About Brightside Physio

Brightside Physio is a small Musculoskeletal (MSK) physiotherapy business in Cornwall, run by Paula as a sole director. Paula has over 25 years' physiotherapy experience across NHS clinical settings, including neurology, respiratory care, paediatrics, elderly care, musculoskeletal physiotherapy, outpatient clinics, GP surgeries, gyms, and work both in the UK and abroad.

Brightside Physio's mission is to support successful patient outcomes through high-quality, evidence-informed, creative and compassionate physiotherapy and rehabilitation. The business provides individualised, patient-centred care that recognises each person's life experience, context, goals, and unique symptom presentation.

Brightside Physio's primary impact model is **Health & Wellness Improvement**. Its core physiotherapy services are designed to support measurable improvements in health and wellbeing, including reduced pain, improved movement and function, increased confidence, better self-management, return to work or meaningful activity, and improved quality of life.

The business intentionally responds to the social and economic burden of musculoskeletal pain, physical inactivity, reduced mobility, and preventable long-term health decline. Through assessment, treatment, rehabilitation, education, and

lifestyle-informed support, Brightside Physio aims to help clients improve health outcomes and maintain independence.

As a micro business, Brightside Physio keeps impact reporting simple and proportionate. This summary publicly shares the key social and environmental information most relevant to the size, structure, and activities of the business, including its client impact, environmental footprint, and annual public targets.

Reporting approach

This Social & Environmental Impact Summary has been prepared with reference to the B Impact Assessment, including Brightside Physio's Health & Wellness Improvement impact model, client outcomes, accessibility, environmental practice, and accountability. It has been created voluntarily to share Brightside Physio's social and environmental impact in a clear, proportionate way that reflects the scale of the business as a sole director, 0-worker micro business.

This summary is not externally assured and does not claim third-party verification, certification, or approval by B Lab.

Social and environmental performance

Brightside Physio's social impact is delivered through its day-to-day physiotherapy services, which are designed to support improved health, movement, confidence, self-management, and quality of life.

In practice, this includes:

- physiotherapy assessment, treatment and rehabilitation
- tailored advice based on each client's needs, goals and context
- education and self-management support
- lifestyle-informed guidance where relevant to recovery and prevention
- client feedback and outcome information collected where appropriate
- proportionate review of service quality and client experience

Brightside Physio also recognises the connection between health, wellbeing and environment. As a small local service business, its environmental approach is intentionally practical and proportionate. This includes using digital systems where appropriate, limiting avoidable paper use, maintaining a low-resource operating model, and monitoring its estimated environmental footprint.

2024/25 Impact Scorecard

Area	Indicator	2024/5 result
Health & Wellness Improvement	Clients supported through physiotherapy and rehabilitation services	209
Client outcomes	FY24/25 Clients responded to feedback in FY 25/26 and reported improvement in symptoms, function, confidence or wellbeing.	55
Client experience	Average client feedback score	10 (87.3%)
Service quality	Complaints received	0
Accessibility	Individualised, tailored support offered where needed	Yes
Prevention and self-management	Education, advice or self-management support included in client care where relevant	Yes
Environmental impact	Estimated carbon footprint	267kg CO2e
Environmental practice	Digital-first admin approach used where practical	Yes
Accountability	Impact reviewed by the sole director	Yes

Outcome and feedback data is based on available client feedback and service records. Sensitive client information is not published.

2025/26 Public Targets and Current Status

2024/25 is Brightside Physio's baseline year for public impact reporting. This summary sets the baseline position and public targets for 2025/26. Future annual updates will report progress against these targets where relevant and proportionate.

Focus area	2024/25 baseline	2025/26 target	Current status
Health & Wellness Improvement	Physiotherapy and rehabilitation services delivered to 209 distinct clients	Continue delivering physiotherapy services designed to support improved health, movement, function and wellbeing	In place
Client outcomes	87% of responding clients reported improvement in symptoms, function, strength and daily activities. 96% reported increased confidence or wellbeing	Maintain or improve outcome performance where possible	Baseline established
Client feedback	10/10 average client feedback score	Maintain an average feedback score of 8-10/10	Baseline established
Prevention and self-management	Education, advice or self-management support included in client care	Continue supporting prevention, self-management and confidence through tailored advice where relevant	In place
Service quality	0 complaints received	Continue reviewing and responding to any issues promptly	In place
Accessibility	Individualised, tailored support offered where needed	Continue adapting support to client needs where practical	In place
Environmental footprint	Estimated footprint of 267kg CO2e	Maintain or reduce footprint where practical	Baseline established
Digital-first admin	Digital-first approach largely in place	Continue reducing avoidable paper use where practical- Complete transition to digital treatment notes (from partial)	In place
Impact reporting	First public impact summary published	Review public impact information annually and update where relevant	In place

Targets are intended to be proportionate to Brightside Physio's size as a sole director, 0-worker micro business.

Where no material change has occurred, Brightside Physio may note this in future updates rather than creating unnecessary additional reporting.

Evidence and data sources

This summary is based on Brightside Physio's internal records, public information, and day-to-day operating practices. This may include client feedback and outcome information, client/service management records including Cliniko where relevant, validated health or disability questionnaires where used, complaints or service quality records, environmental footprint calculations, business operating practices, public website information, and annual review notes.

These sources help Brightside Physio review its Health & Wellness Improvement impact, client outcome indicators, service quality, estimated environmental footprint, public targets, and annual impact reporting.

Only summary-level information is published. Client-identifiable information is not included in this public summary.

Annual review

Brightside Physio will review this Social & Environmental Impact Summary annually.

Where relevant and proportionate, the annual review will update the public scorecard, review current status against targets, and check that published information remains accurate, evidence-based, and appropriate to Brightside Physio's size as a sole director, 0-worker micro business.

Where no material change has occurred, Brightside Physio may note this rather than creating unnecessary additional reporting.