



Rachael Scarlett Ordell
Chartered Physiotherapist
Expert Witness



contact@amgconsultancyservices.com

01785 19557 (Select 1 then option 3)

Chartered Physiotherapist Expert Witness

[Physiotherapist]

General Background

Rachael is an experienced Chartered Physiotherapist with over 32 years' experience of clinical practice within the NHS, private and third sector. She is a specialist musculoskeletal practitioner and has worked within A&E, Orthopaedics and Rheumatology, gaining a master's level qualification in Rheumatological Care from Keele University, where she also worked as a lecturer on the under-graduate Physiotherapy degree course. During the early corona virus pandemic, Rachael worked within the acute NHS setting to assist in the respiratory care and rehabilitation of patients on acute medical and orthopaedic wards.

Rachael is currently working for Healthcare Business Solutions UK as Head of Clinical Professionalism. In this role, she is responsible for workforce assurance, including registration compliance, supervision models, CPD, and performance management, while translating service needs into actionable strategies, business cases, and sustainable models of care delivery.

Rachael continues to work clinically delivering a multi-faceted approach in managing musculoskeletal conditions. She stays current by attending clinical practice updates and the annual Physiotherapy UK conference. A term serving on the Chartered Society of Physiotherapy Council, offered further opportunities to develop as a confident public speaker both at conferences and within the media.

Rachael completed her Bond Solon training in 2020 with an update in 2025 and seeks to advance her Expert Witness skills by attending regular masterclasses and updates offered by AMG Medico Legal and the Medico-legal Association of Chartered Physiotherapists.

Key Skills

- **Highly developed musculoskeletal assessment and treatment skills** developed in both primary and secondary care and musculoskeletal interface clinics. Experience of injection therapy, orthopaedics, rheumatology and hydrotherapy (level 1 &2)
- **Occupational Health, Display Screen Equipment assessments and ergonomics**, – comprehensive NHS and private sector experience, Occupational Stress training (NCORE), proficient in performing complex assessments, developing assessment formats and reports, and delivering group training sessions
- **Clinical Research** -Experiences and perceptions of using a digital health intervention, Physiotherapy, volume 126, April 2025. Abstract presentation at Physiotherapy UK conference 2025 - "Clinician experiences of Virtual Lucy (VL): developing Digital Healthcare Excellence: a pilot survey."
- **Acupuncture** – over 20 years of experience in using acupuncture for musculoskeletal conditions and more recently facial enhance cosmetic acupuncture.
- **Teaching skills** – clinical education of undergraduate Physiotherapy students and newly qualified Physiotherapists
- **Presentation skills** – extensive experience of presenting at conferences, including the Chartered Society of Physiotherapy Annual Representatives Conference and Annual Conference of the Trade Union Congress
- **Equality and Diversity** –currently Equity, Diversity and Belonging Lead at Healthcare Business Solutions UK, former Equality and Diversity representative on CSP Council (2013-2017), Equality and Diversity trainer for NHS community trust, trained in the application of Equality Law (CSP / Thompson's Solicitors).
- **Management and leadership training** – Introductory course in Supervisory Management and Leading an Empowered Organisation.
- **Business Management** – 10 years' experience of managing a small private fitness and physiotherapy business including budget management and tax returns.



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Education

- **Post-graduate Certificate in Rheumatological Care**, Masters level (60 credits)– **Keele University** (1998)
- **B.Sc (Hons) Physiotherapy - 2:1 - University of Manchester** (1990-93)

Career History

Head of Clinical Professionalism – Healthcare Business Solutions UK

(April 2026 to present)

Duties include;

- Leading the development and delivery of long-term strategy for clinical workforce development, education, and professional standards within a health technology environment
- Acting as a senior advisor to executive leadership on allied health regulation (HCPC/NMC), clinical policy, and interpretation of national guidance (e.g. NICE)
- Driving service redesign and innovation to optimise workforce utilisation, improve productivity, and embed evidence-based practice
- Overseeing clinical governance frameworks, including audit, risk management, incident reporting, and organisational learning from complaints and patient feedback
- Ensuring workforce assurance through registration compliance, CPD, supervision frameworks, and adherence to professional standards
- Translating workforce and service needs into actionable strategies, including business cases, policy development, and workforce planning.

Advanced Practice Physiotherapist Clinical Lead – Healthcare Business Solutions UK

(November 2021 to April 2026)

Duties included;

- Delivering virtual consultations and rehab pathways online for a variety of acute and chronic MSK conditions across the private sector
- Developing digital rehabilitation solutions to transform the quality and accessibility of musculoskeletal healthcare
- Working collaboratively within a multi-disciplinary team
- Actively involved in research in the musculoskeletal field
- Responsible for developing and delivering training to over 200 clinicians working on our virtual platform

Private Physiotherapy Practitioner – Julia Heath Physiotherapy Clinic (October 2020-October 2021)

Duties included;

- Assessment and management of complex musculoskeletal conditions
- Post-op rehabilitation
- Sports Physiotherapy (up to semi-professional level)

Locum Acute Medical Physiotherapist – Piers Meadows Recruitment (April 2020 to October 2021)

Duties included:

- Recruited during pandemic to meet the respiratory and rehabilitation needs of patients admitted to hospital with a variety of conditions including covid 19.
- Delivering individualised patient care to in-patients including respiratory care, functional rehabilitation, mobility progression and exercise therapy.



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Locum Physiotherapist – Liquid Health Personnel (July 2019 to present)

Duties included:

- Delivering MSK assessments within an NHS setting
- Tailoring treatment delivery according to patient presentation and department protocols
- Managing a busy diary to meet targets and KPIs

Health and Wellbeing Adviser – Shaw Trust (January 2019 – July 2019)

Duties included;

- Working collaboratively with Support Managers to holistically improve the health, wellbeing and social determinants of Work and Health Programme participants
- Supporting and empowering participants to self-manage mental and physical health problems in order to gain appropriate employment
- Develop and deliver workshops to small groups to improve the mental and physical health of participants
- Develop resources to assess the efficacy of the biopsychosocial interventions delivered

Locum Physiotherapist – The London Teaching Pool (October 2018 – December 2018)

Duties as per present locum role.

Staff Physiotherapy Service Co-ordinator – Staffordshire and Stoke-on-Trent Partnership NHS Trust (October 2011 – June 2018)

Duties included:

- Managing a fast-track MSK service to NHS staff across a large geographical area
- Strategic forward planning to improve work force Health and Wellbeing as part of the Trust Wellbeing and Engagement Group
- Collaborative working with Health and Safety and Manual Handling colleagues
- Delivering complex work based and DSE assessments

Occupational Health Advisor – Therapy Direct Health Care (February 2017-August 2017)

Duties included:

- Telephone assessments of public and private sector employees referred by managers including early intervention
- Report writing – clear, timely and accurate reports providing support for both the employee and manager
- Communication – clear, comprehensive advice delivered in a non-face to face appointment

Additional previous roles – Project Manager (2010-11), Advanced Physiotherapy Practitioner and Team Leader in MSK Interface clinic (2005-2010), Senior Physiotherapist In-patient Rheumatology & Hydrotherapy (1998-2005), Senior Physiotherapist In & Outpatient Rheumatology (1996-98), Senior Physiotherapist Orthopaedics and Accident and Emergency (1995-96), Rotational Physiotherapist (1993-95).

Professional Memberships

Member of the Chartered Society of Physiotherapy

Health and Care Professions Council registered (PH46138)

Full member of the Medico-legal Association of Chartered Physiotherapists

Expert Witness Background

Experience in NHS and private care sector. Associated with AMG Medico Legal since 2020, acting in the capacity of Expert Witness in the specialist field of physiotherapy and Occupational Health services providing Breach of Duty and Quantum reports. Able to provide opinion on Quantum to recommend specific physiotherapy treatment and/or prepare care/rehabilitation reports following alleged or proven clinical negligence or personal injury. Attendance of the Bond Solon Certificated Legal Training Courses: “Excellence in Report Writing” and “Courtroom Skills – Witness Familiarisation” 2020 and 2025.