

Clinic Guidelines

Many thanks for choosing us to assist you with your return to a pain free and more functional lifestyle. We are committed to providing a safe environment that complies with all advice and guidance as advised by our governing body, and to uphold our ethical and moral values when it comes to your health and well-being.

What can you expect from us?

1. Our Team

- ❖ All our therapists are Chartered Physiotherapists and are registered with the Chartered Society of Physiotherapy and the Health and Care Professions Council.
- ❖ Sarah Scott is the Clinic owner and Director. She is a Chartered Physiotherapist and works full time at the clinic.
- ❖ Ruth Snowden is the Office Manager, and the usual, first point of contact for all patients when booking or rescheduling appointments. She is available during *office opening hours 9.30am – 2.30pm, weekdays, except Thursday when the office is closed.*
- ❖ Currently we have 2 self-employed Chartered Physiotherapists, working part time at the Clinic. Once an appointment is booked, they are individually responsible for their own invoicing and receipts, and any information you may require about your ongoing treatment. Their email address will be provided to you should you need to contact them about this.
- ❖ If you need to contact them outside of the office working hours, to discuss any aspect of your treatment plan, they may not respond immediately, due to working commitments elsewhere.
- ❖ All our Team have undergone in-house training to ensure we continue to adhere to our excellent patient care standards and customer service, in a safe, hygienic and professional manner.

2. The Clinic

- ❖ We continually review our Clinic Policies and Procedures in line with government, HSE and governing Body Standards.
- ❖ If you have any concerns, please speak with your treating physiotherapist in the first instance. We welcome patient feedback.
- ❖ Our cleaning and Infection Control Policies have been updated following the Covid-19 pandemic, and we continue to take the necessary precautions to help minimise and slow the spread of any virus's.
- ❖ Hand sanitising gel is available in all areas of the Clinic.
- ❖ We will ensure adequate ventilation throughout the clinic, keeping doors and windows open, where possible.

- ❖ We accept payment via card, cash or online banking/BACS
- ❖ **Please note that our prices are different between individual physiotherapists. This reflects the different years of experience and levels of expertise between them.**
- ❖ If you are treated by one of the self-employed physiotherapists, they will inform you of their preferred payment method and provide the details of their costs.

3. Our Assessments and Treatments

- ❖ All assessments and treatments will be carried out by a Chartered Physiotherapist, who is registered with the Health and Care Professions Council.
- ❖ The nature of some of our treatments may require close personal contact.
- ❖ You will never be asked to remove all items of clothing. It may be necessary to remove your top if assessing a shoulder, or trousers if assessing the lower limb. Please wear clothes that make you feel comfortable.
- ❖ You are welcome to bring your own chaperone for every appointment, if required.
- ❖ Treatment techniques may be subject to change, depending on best practice advice, but we advise you to discuss any concerns with your Physiotherapist.

4. What we would like to see from you, our patient.

- ❖ If you are unable to attend your appointment, we would appreciate your earliest call or email to either cancel or reschedule. We are a very busy clinic and have a cancellation list. We may be able to fill this appointment with another patient.
- ❖ ***If you call to cancel or reschedule, please remember that the office hours are Mon, Tues, Wed and Fri only, 9.30am – 2.30pm.***
- ❖ ***Anything outside of these times, will require you to send an email direct to your treating physiotherapist.***
- ❖ If less than 24 hours' notice is given, you will be charged for the missed appointment.
- ❖ Due to the vulnerable conditions and age of some of the patients we treat here, we kindly request that if you are presenting with flu-like symptoms, you may wish to reconsider attending for the appointment, or consider wearing a face mask, to limit the potential spread of any viruses.
- ❖ It may also help to prevent potential viral spread, if you would consider bringing the following items for your personal use during assessment and treatment.
- ❖ These are, but not limited to.
- ❖ **Shorts (if required)**
- ❖ **Black pen**
- ❖ **Reading glasses (if required)**

Thank you for reading the above guidelines prior to attending.
We look forward to meeting you.