

Treatment Standards & Assurances

- I will respect your needs, wishes and sensitivities irrespective of gender, ethnicity, culture, religion, belief, sexual orientation, lifestyle, age, social status, language, physical and mental health and disability.
- Effective treatment may require the removal of some outer clothes. I will always endeavour to preserve your modesty.
- You have the right to have a chaperone present and can ask for the examination or treatment to be stopped at any time.
- At an initial consultation I will undertake an assessment considering the nature of your presentation, your case history and your general health, wellbeing and lifestyle. My assessment and recommended treatment and care options (and their likely outcomes and risks) will be fully explained.
- I will be open and honest with you regarding all aspects of your assessment and treatment.
- The recommended treatment may include several elements such as rehabilitation exercises, gentle manipulation, acupuncture, yoga exercises etc.). You may decline any specific procedure at any point.
- On occasion I may consider my treatment options to offer no or limited benefits for your condition. On such occasions I may recommend that you consult a different healthcare professional.
- Throughout treatment, your progress will be monitored, and the treatment plan reviewed if necessary. If it is considered that the treatment is proving ineffective, the plan may be terminated.
- I undertake not to offer any treatment which is considered unnecessary or unlikely to be effective.
- I will not recommend any third-party treatments, services or products from which I might benefit financially.
- All key findings, decisions and treatments will be briefly recorded in writing (electronic) after each consultation.
- Patient confidentiality will be respected at all times. (See reference to privacy policy below).
- I carry Professional Indemnity Insurance.
- Public Liability Insurance is provided via the building / treatment room landlord.
- I will not tolerate any form of verbal or physical aggression or abuse. In the event of any such threat or concern for my own health and safety I reserve the right to refuse treatment.

Safeguarding

- I undertake to comply with relevant legal requirements to protect children and vulnerable adults.
- In the event that that you disclose that you are vulnerable to harm (self-inflicted or from a third party) or I consider this to be likely, I will consider the appropriate safeguarding actions in line with local policy.

Complaints and compliments

- If you have any complaint regarding my practice or treatment, you should raise the issue directly with myself in the first instance.
- I will endeavour to provide sensitive explanations regarding my actions and will hopefully be able to resolve the situation to your satisfaction.
- If you wish to make positive comments about my practice, these may be addressed directly to me. Testimonials are always welcome on media platforms such as Google etc.

Privacy / Data Protection Policy

My privacy policy detailing my management of your personal information is published as a separate document and is available on my website. A copy can be requested at any time.

Appointments and charges

- You may contact me initially via telephone, text message, WhatsApp or email.
- If you decide to seek treatment, an appointment will be made and confirmed electronically.
- Initial assessments will usually last for approximately 60 minutes.
- Subsequent treatment sessions will typically last for 45 minutes.
- Other bespoke arrangements may be available if considered appropriate.
- Charges will be agreed at the time of booking and may be paid by cash or card. Payment in advance is preferred.
- In the event of booked appointments being missed without notification, the full agreed fee will be payable.
- If you are unable to attend an appointment at short notice, I reserve the right to charge a proportion of or all the agreed fee.