

We welcome you as a new registered patient with Aegis Podiatry.

Contact details	Lead Podiatrist/Owner
Telephone: 0161 775 0131 Out of hours: 07397016460 Email: <a href="mailto:appointments@aegispodiatry.co.uk">appointments@aegispodiatry.co.uk</a> Website: <a href="http://www.aegispodiatry.co.uk">www.aegispodiatry.co.uk</a>	Neil McNulty BSc., Pod., BSc. Chem., MRCoP IJT HCPC registration: CH33788 Practice Manager: Hayley McNulty
Opening Hours	
<p> <b>Monday to Friday</b> 9am to 6pm <b>Saturday</b> 9am to 5pm  <b>First appointment</b> 9:30am <b>Final appointment</b> 4:30pm                      Telephone and email contact <b>Monday to Saturday</b> 9am and 6pm                      Any messages left will be responded to within 24 hours  <i>Emergency appointments available outside working hours.</i>  <i>Please ask for more information about fees.</i> </p>	

### Terms of Service: Please read these terms prior to booking with us

Our service provides medical foot treatments in patients' own homes. At present, we are able to provide home visits in Manchester, Greater Manchester and parts of Cheshire and Lancashire. Visits to areas that are significantly outside of the area *may* incur an additional mileage charge. We will inform you fully prior to booking your appointment so you may make a decision to book.

The standard call out fee for a home visit is fully inclusive of treatment for routine skin and nail problems. All routine treatment is normally completed in a single visit for the standard call out fee. Where no treatment is appropriate and advice only is given, the fee is £30.

Depending on any additional treatment required or requested we will always provide you with options and inform you of the cost so you can agree before or during the visit. Should further appointments, a referral to your GP or other medical professional is required, any additional costs will be discussed and agreed beforehand and during your appointment.

Fees are payable by cash or card (**1.71% card fee**) on completion of treatment. If you wish to pay prior to your appointment please request our BACS or PayPal details.

There are no time limits on our appointments with you. You will have as long as you need to ensure your treatment is completed to your satisfaction. As a result we are unable to guarantee the arrival time of our Podiatrists. When booking your appointment the time given is approximate only. However, we will always call you if there is a significant delay.



When booking your appointment, please provide the details of any access or car parking problems at your property. Any costs at the time the appointment, such as 'pay and display' car parking costs are added to the cost of treatment.



## Cancellation policy

A minimum of 24 hours' notice is required should you wish to cancel or amend your appointment. Where the clinician is unable to gain access to a property or an appointment is missed and/or is not cancelled within 24 hours of the start time the standard call out fee (currently £40) is charged.

This must be paid by BACS or PayPal. Additionally, no further appointments can be offered until paid.

## Protecting our staff and patients

Appointments for patients with severe dementia and/or lacking the capacity to consent or communicate must be attended by a third party with responsibility for the individual. Any history of challenging behaviour from the patient must be declared prior to booking the appointment.

In order to be treated safely, patients, where possible, should be in a chair where they feel most comfortable and where there is enough light and space for a Podiatrist to treat them. Pets and children must be somewhere safe owing to the use of sharp instruments such as scalpels and chemicals.

If the Podiatrist feels the space is inappropriate or unsafe, you may be asked to change setting or room. In the interests of your safety the Podiatrist reserves the right to refuse treatment on these grounds. In such cases, the standard call out fee remains payable.

We take a zero tolerance approach to aggressive, threatening or rude behaviour to our Podiatrists. Our Podiatrists will treat every patient with the utmost care and respect at all times. We expect our Podiatrists to be treated likewise.

In the event of such behaviour we reserve the right to terminate the appointment, video record the incident and, if appropriate, report the individual to the Police. In such circumstances the fee for the appointment remains payable.

## Complaints and compliments

We always welcome any feedback you can give us about our service or any improvements we can make for you or other patients. If you are unhappy with any aspect of our service please contact us via email at [appointments@aegispodiatry.co.uk](mailto:appointments@aegispodiatry.co.uk).

We will investigate your complaint and our aim is to respond within 6 weeks. On the rare occasion we are unable to resolve your complaint, you can take it to the Health & Care Professions Council (HCPC). Details are provided below.



We also invite you to leave a review using Trustpilot at:  
<https://uk.trustpilot.com/review/www.aegispodiatry.co.uk>

### GDPR & Data Protection

Personal information, including medical information, is collected and processed by Aegis Podiatry solely for the purpose of providing you with podiatric medical treatments. This may include, but is not limited to medical history, details of prescriptions, signs, symptoms and complaints and personal contact details.

Under no circumstances will we share your personal information with ANY third party without your consent and then only when required for onward referrals to other medical professionals such as your GP.

We may use your information to contact you with appointment reminders and to provide you with information relevant to registration with the practice such as changes in fees or news.

**Professional Organisation:** The College of Podiatry, Quartz House, 207 Providence Square, Mill Street, London, SE1 2EW.

### Appointment Card

DATE	APPROX TIME	APPOINTMENT TYPE	PODIATRIST



Treatment prices quoted **INCLUDE** full general/routine treatment for both feet. Prior to booking a home visit please refer to our Terms of Service at [www.aegispodiatry.co.uk/our-service-standards](http://www.aegispodiatry.co.uk/our-service-standards)

#### General Treatment

- General/Routine Treatment (callus and nails). Per home visit. **£40.**
- Simple nail cut. Subject to assessment. **£30.**
- Medical referral letter. Additional **£10.**
- Non routine heavy foot callus debriding. **£45.**
- Reduction of thickened, overgrown and painful nails. **£45.**
- Heel fissures. (Debride, fissure adhesion, emollient application, dressing). **£55.**
- Wound treatment, dressing and follow up. **£50.**

#### Diabetic Foot Care

- Annual diabetic foot assessment (Inc. copy to GP). **£60.**
- Wound treatment and dressing (Inc. GP referral request letter into NHS MDT). **£60.**

#### Fungal Nail Treatment

- Nail thinning & fenestration with fungal treatment application per toe/session. **£60.**
- Fungal nail sampling for testing, (GP referral where required). **£55.**
- Self treatment following nail reduction. Inc. product. **£50.**

#### Verrucae treatment (Needling & Cryosurgery not available at home)

- Caustics treatment per episode (Inc. follow up appointment to debride). **£65.**
- Cryosurgery per session. **£90.**
- Falknor's Verrucae needling under local anaesthetic per session (depending on size & location) **£250.**
- Self-treatment verrucae. Inc. product. **£50.**

#### Prescription Orthoses & Insoles

- Biomechanical/gait assessment. **£80.**
- Simple non-bespoke. **£25-50.** Poron cushion insoles per pair. **£12.**
- Premium semi-bespoke. **£100.**
- Premium fully bespoke from foot impression. **£180.**

#### Bespoke Padding and Offloading

- Foot padding from various materials per toe/foot. **£6**
- Silicon toe protection per toe. **£6.**
- Silicon interdigital wedge. **£6.**
- Silicon toe prop. **£8.**

#### Ingrown Toe Nail Treatment

- Conservative Ingrown nails treatment. **£65.** (Free assessment if surgery is subsequently required).
- Nail surgery assessment w/out prior conservative treatment. **£45.**
- Nail surgery per nail. **£220.** (Surgery not available at home).

#### Foot Appliances, Footwear and Hosiery

A range of silicon, gel and foam appliances for comfort and pain relief from problems such as bunions, painful toes and feet are available to order during your appointment. Following your assessment, our Podiatrists can provide a range of medications for foot related problems. Ask your Podiatrist for more information.

