

BYRON & ATKINSON

PHYSIOTHERAPY

Byron & Atkinson Physiotherapy Ltd.

Unit 5 Home Farm Industrial Park, Hunsdon Road, Stanstead Abbots, Herts, SG12 8LA
&
Harlow Rugby Club, Latton Park, Howard Way, Latton Bush, Harlow, CM20 3FD

Dear Patient,

This letter is to inform you about what to expect. Please take time to read this through.

ARRIVAL:

Parking is located directly outside both clinics. On arrival please take a seat in the waiting area. We do not have a receptionist to check in with. We have CCTV in the waiting room so we will be able to see you have arrived. Your therapist will be out to greet you at your appointment time.

APPOINTMENT:

The appointment will start with your healthcare professional going through the history of your complaint, any underlying health conditions and medications you may be taking. They will also establish a goal of which you would like to achieve with their assistance.

This is followed by a functional assessment. This will be specific to what your complaint may be. A diagnosis and treatment plan will be conveyed with identification of the risks and benefits of treatment. Treatment times vary dependent on what you have booked, please see appendix. Appointment times include the time taken to write your records, as this is a legal requirement.

You may be required to undress so please wear suitable underwear/ loose clothing so the therapist can appropriately reach and assess the area – please contact us if you are unsure what this might mean for you.

If you have booked in for a Women's Health or MummyMOT appointment then we do offer internal assessments as part of our examination into pelvic organ prolapses, incontinence and for other pelvic floor dysfunction. This will be discussed during the appointment and can be declined at any point.

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CONSENT:

You will be asked for your verbal consent at every stage of your treatment and we will provide clear and easy to understand information to help you make the right decision for your healthcare. You can decline to consent at any stage and this will be respected.

CONSENT FOR CHILDREN:

16 – 17year old: They can consent for themselves. A parent / guardian does not need to be present as long as they:

- Understand the information being given to them
- Retain the information
- Weigh up the information in order to make a decision

13 -16years old: At B&APhysio we would like the parent/guardian to attend the initial appointment to hear the diagnosis and treatment plan. If the treatment plan remains the same as the sessions continue and the child is able to :

- Understand the information being given to them
- Retain the information
- Weigh up the information in order to make a decision

Then the parent/ guardian no longer needs to attend follow up sessions.

Under 13years old: A parent or guardian must be present for all sessions.

A Parent or guardian is the mother or father of a person under eighteen years of age or one who is legally appointed to the care and management of a person under eighteen years of age. This unfortunately means Grandparents and Siblings do not have authority to provide consent on that initial appointment.

CHAPERONE & INTERPRETERS:

You can request to have a chaperone. Please inform us before attending your appointment and we can arrange one. We may need to change your appointment to ensure that a chaperone can be present.

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You have the right to use an interpreter if English is not your first language. The use of Google Translate may be sufficient. We strongly recommend you use a professional interpreter instead of a family member or friend who may not be familiar with medical words.

CCTV:

We have CCTV in the waiting area and corridor spaces at the clinics. This allows the Clinician to see when you arrive but it is also for both patient and practitioner safety. Recordings are stored for 28days.

DISABLED ACCESS:

Both clinics have wheelchair access into the buildings, however we do not have disabled toilet facilities. Please notify us if you will be arriving by wheelchair as we can assist with entering the waiting area.

PRIVACY NOTICE:

We have a privacy notice as part of our GDPR Policy, this can be found on our website

www.baphysiotherapy.co.uk

CANCELLATION POLICY:

Our cancellation policy is 12hours. If you have to cancel with in this time period, or miss your appointment you may be liable to 50% of the appointment fee (see appendix).

Kind Regards,

Byron & Atkinson Physiotherapy Ltd.

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Appointments, fees and duration.

Appointment Type	Price	Duration
Initial Physiotherapy Consultation	£60	40mins
Follow up Physiotherapy Consultation	£45	30mins
Extended Follow up Physiotherapy Consultation	£60	40mins
Mummy MOT	£95	55mins
Initial Women's Health Consultation	£65	40mins
Follow up Women's Health Consultation	£50	30mins
30min Massage	£30	30mins
45min Massage	£45	45mins
60min Masasge	£55	60mins