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Welcome to Osteopathy Plus. Osteopaths and Manual Therapists are healthcare professionals who are specifically trained in diagnosing certain health issues and you can be confident that the practitioners here at Osteopathy Plus have the highest level of training and expertise. We're passionate about helping you to improve your overall wellbeing and health. This information will give you an overview of what you can expect from your clinical appointment and consultation at Osteopathy Plus. If you require any further information, please contact us on **01952 327210** or visit our website <http://www.osteopathy-plus.co.uk/>

**Contacting Us** – It's always best to contact us via telephone, this is answered Monday to Friday 0900-1700. Our email address is **contactus@osteopathy-plus.co.uk**

**Making, changing, or cancelling an appointment** – please contact us as detailed above. We need at least 24 hours' notice if you are calling to change or cancel an appointment. This will allow us to offer the appointment to someone else. We do have a £20 charge for patients cancelling within 24hours or not attending the appointment.

**Appointments** – "New Patient" appointments are 1 hour long. At the start of your appointment your practitioner will ask you questions about your medical history and lifestyle, as well as any symptoms you may be experiencing. This is very important as it will help them to make an accurate diagnosis and suggest appropriate treatment.

**Patient Examination** – Normally your practitioner will need to carry out a full hands-on examination. Sometimes the cause of the problem may be in a different area to the pain. As with any healthcare appointment, it may be necessary for your practitioner to ask you to remove some clothing – if you feel uncomfortable undressing to your underwear, your practitioner may suggest wearing shorts, t-shirts or loose fitting clothing or a gown and towel can be provided. If you are uncomfortable with any part of this, you have the right to ask the practitioner to stop at any stage, without prejudicing your future treatment. If you would feel more comfortable bringing a friend or relative with you into the treatment room, please contact us to discuss this ahead of time, due to the Covid pandemic, we would need to put appropriate measures in place ahead of the appointment. You may be asked to perform some movements and your practitioner may then need to move different areas of your body to see how they are functioning. Depending on your individual case, additional tests may be performed such as taking your blood pressure or testing your reflexes. This will all be discussed with you during your appointment.

**Treatment** – There are many different types of techniques and treatments that Osteopaths and Manual therapists can use. These may involve a range of gentle techniques that focus on releasing tension throughout the body, stretching muscles and mobilising joints. Your practitioner will discuss

these with you and gain your consent prior to delivering treatment. You may also be advised on exercises, diet, work posture etc to support your recovery and relieve or manage your pain. Treatment is usually gentle, but you may experience some discomfort during and after treatment. Your practitioner will warn you if they think that the technique that they are about to use is likely to be uncomfortable and will follow your direction on how you are feeling during treatment. Following treatment, you may experience some mild soreness in the area of the body that was treated, this will normally resolve in 48 hours. If you experience serious or unusual symptoms after treatment, do not hesitate to contact your practitioner for advice.

**Fees** – Our “New Patient” fee to see our Osteopath is £55 and includes treatment. If after taking your case history and examining you, your Osteopath does not proceed with treatment, then a nominal £25 “Assessment Fee” will be payable. Future “Follow On” appointments are £48. Our “New Patient” fee to see our Manual Therapist, is £45 and includes treatment and any “Follow On” appointments are £38.

**Payment** – We ask for payment on the day of treatment. We accept cash, cheques, debit & credit cards (except American Express). We can provide receipts for treatment in paper form or via email