



## Patient Information Leaflet

As an Osteopath I wish to make decisions about your care and treatment with you. This means that I will continually keep you informed of the care/treatment I propose, the benefits of that care/treatment, any risks that may be associated with it and any alternatives to you having osteopathic treatment. This will help you make informed decisions about your care/treatment. The information I give will be specific to you, your age, current health and presenting symptoms, the nature of pain you are feeling and your previous medical history. No two people with the exact same physical problem can have totally different experiences in the intensity of pain, as well as location and how it affects life!

We are committed to providing a safe, comfortable environment for our patients and staff. Consequently you may wish to have a chaperone present or any assessment or treatment session. This Chaperone may be a family member or friend. On some occasions, your osteopath might also request a chaperone.

Please tell me if the information I give is unclear or you do not understand what I have explained.

It is also important that you keep me informed of any changes to your state of health or changes to any medications you are taking.

### ***Millions of people benefit successfully from Osteopathic care each year***

- You have been seen by Carl / Emma, a qualified osteopath and who will explain a proposed plan of treatment for you at your first appointment. If you have been asked to return for a follow up appointment the osteopath will explain why.
- Patients are allotted approximately 45 minutes for their First Appointment and approximately 30 minutes for any follow up appointments. Allotted times are not fixed and your Osteopath may spend more or less time during your appointment. This may be reduced as appropriate to allow for recent Covid -19 protocols for your safety. Time spent on treatment is dependent on the complexity of the problem or how much can realistically be achieved on each visit. Time is also required for patient clinical notes, providing exercises if appropriate and advice.
- If you have been asked to go through some exercises, please try to do these regularly and follow the suggestions your osteopath has made. If your osteopath suggested withholding from exercise, there will be a reason for this and you should wait until advised otherwise. Keeping generally active is better than resting.

During the physical examination it may be necessary to remove articles of clothing to allow proper examination, your osteopath will explain each step of the assessment to you. You may experience discomfort during the examination and this should be reported to your osteopath, we will not ask you to perform any task which is not appropriate or not relevant to your injury or condition.

It is not unusual to experience a mild aggravation of the symptoms after assessment and treatment due to the need to reproduce your symptoms so that your osteopath can form a valid clinical impression and treatment plan which may consist of a trial of three treatments to see how you respond to our style of osteopathic therapy. This consists of a combination of various forms of soft tissue massage, muscle energy and manual mobilisation to help relieve a variety of musculo skeletal problems. Consequently, we may wish to see you again in a few days time, this gives the body a chance to adjust to treatment. The osteopathic concept is based on the body's ability to heal itself!

Having any physical therapy treatment whether for preventative care, rehabilitation, or managing a recent acute condition, involves some hands on treatment; this often leads to temporary side effects. In patients who bruise easily or who are taking medication such as steroids or warfarin certain techniques may cause temporary bruising. It's common to feel a little stiff or sore the next day following the initial treatment due to

unaccustomed movements and actions; this usually, this may last around 24-48 hours and settles with time.

Most people describe this as similar to 'post exercise soreness'. If you have low blood pressure or circulation problems you might experience light headiness which should settle after a few minutes. It's also not uncommon to feel tired or have a temporary headache after treatment and we would advise you not to operate machinery or drive long distances if this happens. Please contact your osteopath if you have any concerns after this period!

Both Carl and Emma have undertaken course in Medical Acupuncture, a form of therapy in which fine needles are inserted into specific points in the body to reduce muscle spasm and pain

This is generally a very safe, with serious side effects very rare about 1 in 10,000. Drowsiness can occur after treatment in a small number of patients if this unlikely event happens you are advised not to drive  
Minor bleeding or bruising can occur after Acupuncture (in about 3% of treatment.)

The practice of Osteopathy is as much an art as science, and therefore cannot give any guarantees regarding the likelihood of success or outcome of any therapy.

### **Our Professional Fees**

Initial Consultation and Treatment £50.00

Subsequent Treatments are £38.00.

#### **Children and Students up to Age 18**

Initial Consultation and Treatment £40.00.

Children - Subsequent Treatments £35.00

All fees must be paid at the end of each appointment; we accept cash, cheques, credit and debit cards. Unfortunately we are unable to accept charge cards and Amex.

### **Private Medical Insurance**

If you have Private Health Insurance, you may be eligible to claim the fees from your insurer. We have Osteopaths registered with Axa, Aviva, WPA Simply Health, if you are looking to reclaim your fees please let us know when booking the appointment so that we can make sure the osteopath that will see you is appropriately accredited with that particular insurer.

Also insurance companies may have an excess in place for treatment fees which means that you will have to pay the first part of the claim commonly in the region of £100 in any policy year or sometimes none at all.

We always suggest that you speak to your insurer before contacting us to ensure if there are any specific restrictions attached to your policy and they should be able to tell you the maximum amount of treatment they will pay for. You will need to contact them to obtain an authorisation code and we are then able to invoice them direct. It might be after your allocation, your health insurance provider will ask the osteopath to produce a treatment report in order to release more sessions. We would be willing to do this providing we feel this is necessary to continue with treatment. Alternatively we can provide you with receipts for you to claim the costs from your provider

Regrettably, we are not accredited to accept BUPA patients

In the case of referral from Private Health or Occupational schemes, we may have a duty to share information relating to your treatment with us, with either them or your GP as part of our contract with these Companies. This is in compliance with the Jessup Osteopath Clinic Ltd Data/Privacy Policy 2019.

We have revised our Data protection policy to be compliant with the new GDPR 2018. a copy of which is on our website or available at Reception

We aim to provide high quality service to our patients with charges kept as low as possible and we ask you to give us 24 hours notice if you are unable to keep an appointment. We regret that have to make a charge of £18 for short notice Cancellations and Missed appointments

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