

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, as 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 or you may request an additional staff member to be present. 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 your taking.

Millions of people benefit successfully from Osteopathic care each year

- You have been seen by Carl / Melvin / Georgia , a qualified osteopath and I have explained my proposed plan of treatment for you at your first appointment. If you have been asked to return for a follow up appointment I will have explained why.
- Patients are allotted approximately 60 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. 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. 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. *It's common to feel a little stiff or sore the next day following the initial treatment; this usually, lasts around 24-48 hours. Most people describe this as similar to 'post exercise soreness'. It's also common to feel tired or have a temporary headache after treatment.* Please contact your osteopath if you have any concerns after this period!

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

Our Current professional fees are for 1st Consultation and treatment £50.00 Subsequent treatments are £36.00. Children and Students up to age 24 have a reduced fee £30.00. It is the Clinic policy that you settle your account at the end of every session by either by debit or credit card i.e. (Mastercard / Visa): Cash or Cheque. **Please note that we do not accept American Express.**

If you are members of certain private medical insurance schemes i.e Bupa, Axa, Aviva or Vitality subject to you providing policy and authorisation details and any excess you may have, we have arrangements to bill them direct, but you will be responsible for any excess that you may have on the policy.

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 Osteopathic Clinic Data/Privacy policy 2018.

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

As you will appreciate we have a busy practice, so if you have given us your mobile phone or e-mail we will remind you of your appointment usually at least 24 hours before by SMS .Please be considerate if you have to cancel and give us adequate notice. It then gives us an opportunity to reallocate your slot to another person. If Reception is closed please leave a message on the answering machine or email us. In certain circumstances, we also have a "did not attend" (DNA) fee of £15.00

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