



# Information for Patients



*Emma Westers BSc Hons MRCPod.*

*HCPC registered Podiatrist*

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## *Who We Are*

We are registered with the Health and Care Professions Council (HCPC) and have completed a degree level education in Podiatry. They are bound by a professional code of conduct and ethics in the same way as other medical and health professionals. Our staff are all committed to lifelong learning and regularly attend Continuing Professional Development events to ensure that they are compliant with the requirements of their profession as well as to ensure they are providing a high standard of care for their patients.

Our current Podiatrists within the practice are: **Emma Westers BSc Hons MRCPod.**

## *What We Need To Know*

When you attend your first appointment, we will ask you to complete a questionnaire with a variety of personal and medical questions. All the questions we ask are relevant to your treatment and if you have any queries, please let us know. We are bound by Data Protection laws and are registered with the Information Commissioner. As with all healthcare professions, we are bound by patient confidentiality. We will ask you about aspects of your medical care such as the conditions from which you are suffering, medications you take and operations you may have undergone. We do not ask these to be nosy, but to help form a picture of your health and wellbeing which will help us decide what treatments to carry out. If you are not accurate in the answers that you provide, we will be unable to give your accurate advice or carry out our treatments correctly. Should there be any changes in your health, medications or personal details please advise us at your next appointment. We will always endeavor to ask about any changes when you attend.

## *What We Do*

During your appointment we will assess your foot health as well as how it relates to your general wellbeing. When we carry out treatment on your feet, we will use tools and instruments suitable for podiatry treatment. This includes scalpels and other sharp instruments. Whilst every care is taken there is a slight risk of puncture of the skin during your treatment. This risk can be increased by factors such as poor quality of skin or if you are taking a blood thinner (anticoagulants). Treatment also carries a very slight risk of infection after treatment. Certain advanced treatments may have other risks or side effects which will be explained in full prior to being carried out. These treatments will normally have additional consent forms and procedures.

**In the unlikely event that you experience a problem after your treatment please contact the clinic as soon as possible so that we can assess and rectify the issue. There is not a charge for a checkup if you have a problem up to a week after treatment.**

### *Consent to Treatment*

You will receive a written consent form for you to sign at your first treatment and you may receive additional consent forms should you require any higher risk treatments such as surgery. Should you wish to withdraw your consent to treatment at any time please let the treating podiatrist know. By signing the consent forms, you are stating that you have your own right of consent for medical treatments. Minors (under 16 years old) will require someone with parental consent to sign their forms and accompany them to clinic.

### *Cancellations and Failure to Attend*

Should you no longer require your appointment please give us as much notice as possible. A 100% appointment charge will be applied if a patient fails to attend, or less than 24 hours notice is given, and the appointment cannot be filled. Repeat occurrences will result in higher charges being applied. Patients with additional needs such as dementia, Alzheimer's and learning disabilities are exempt from this policy. Patients with COVID-19 are also exempt from this charge.

### *I wanted to see a Chiropodist, why am I seeing a Podiatrist?*

Podiatry is the global term for medical practitioners of the feet. Our official title with the HCPC is Chiropodist/Podiatrist as there is no difference between the two professions. Podiatry is the main professional term that has been used for the past few decades and we will normally refer to ourselves as Podiatrists. We carry out all the functions that you would associate with a Chiropodist.

### *Do I have to come regularly?*

No, you can come as often as you feel you need to. Your podiatrist will make suggestions as to how long to go in between treatments. If you haven't attended for 2 years, then you will require a new patient appointment to reassess you.

### *Privacy Notice & Data Handling*

Our privacy notice is on display in reception and on our website. If you would like a written copy then please ask and we will be happy to provide one.

### *Complaints*

If you are not entirely satisfied with your treatment, then please let us know as soon as possible. Should you wish to make a complaint please do so in writing at the address overleaf or by email at [info@centre4feet.co.uk](mailto:info@centre4feet.co.uk) Alternatively, you can request a call back from the practice lead Emma Westers on 01342 834454

### *Patient Conduct*

Our staff should always be treated with courtesy and respect. We have a zero-tolerance policy in place at the clinic and reserve the right to refuse treatment.