

OUR PATIENT CHARTER

As members of the Institute of Osteopathy, we operate in line with the Institute's Patient Charter and values, demonstrating our commitment to providing you the highest quality of service and care.

Read the Charter below and feel free to ask questions about our service at any time.

1. We will provide treatment and care that reflects your needs. This includes explaining your diagnosis and the proposed treatment, as well as how to manage your condition and help prevent recurrence.
2. We will treat you with dignity and courtesy, respecting your beliefs and values without discrimination.
3. We will explain the treatment options open to you, agree a course of action with you and obtain your consent before starting treatment. You may also withdraw your consent to treatment at any time.
4. We will explain to you the cost of each consultation and treatment, including how many future treatments you might need.
5. We will ensure that the advice, care or treatment is safe and appropriate to your needs and, if necessary, include or involve other healthcare professionals such as your GP or others.
6. We will ensure a safe and comfortable environment for your treatment. This will include ensuring that all premises and equipment used are clean, suitable and properly used.
7. We only employ suitably qualified and appropriate staff to ensure that you receive a high-quality experience, advice and care.
8. Should you need it we can provide details of our complaints procedure on request. Any complaint will be properly investigated and appropriate action is taken.
9. We will ensure your personal details and health records will be kept strictly confidential. This information will not be disclosed without your written consent unless your osteopath is required to do so by law.
10. We will be open and honest with you should anything not proceed as planned while caring for you.

The Institute of Osteopathy is the professional membership organisation for Osteopathy, representing over two-thirds of registered osteopaths in the UK.

