

# Information Leaflet for Patients



## **Who We Are**

All of our Podiatrists 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 is Faye Swan

On occasion we may have other podiatrists working with us. You will always be told who your appointment is with when you book an appointment and we will let you know should any changes to your appointment need to be made (e.g. due to staff illness).

## **What is the difference between a Podiatrist and a Chiropodist?**

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.

Having undergone extensive medical training, we are able to treat a wide range of footcare issues as well as being qualified to administer local anaesthetic and carry out minor surgery where necessary. We also treat other conditions to do with the lower limb i.e. hip/knee/ankle pain and injuries.

## **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 the Data Protection Act and are registered with the Information Commissioner. As with all medical professions we are bound by patient confidentiality.

We will ask you about aspects of your medical care such as 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 well being 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 endeavour 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 well being. 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 during your treatment 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 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.

## 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 advanced practice 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 to accompany them to clinic.

## Complaints

Should you have any niggles after treatment please let us know as soon as possible and we will find a time to check your feet at a mutually convenient time. There is never a charge for a niggle check. Should you wish to make a complaint you should contact the practice lead on: 01727 847309

Alternatively email us at [stalbanspodiatry@yahoo.com](mailto:stalbanspodiatry@yahoo.com)

## Cancellations and Failure to Attend

Should you no longer require your appointment please give us as much notice as possible. **We reserve the right to charge for appointments that are cancelled with less than 24 hours notice or where the patient has failed to attend.** We offer an email reminder system.

## Do I have to come regularly?

No, you can come as often as your 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 standard appointment to allow us 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 are happy to provide one.