



Patient Information



**Melrose
Foot Care**
PODIATRY CHIROPODY

Melrose Clinic
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info@melrosefootcare.co.uk

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 are:

Tracy Anderson BSc (Hons) PGCert MRCPod -Director

Joanna Allan BSc (Hons) MRCPod Associate

Caroline Fairbairn BSc (Hons) MRCPod Associate

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 try to let you know should any changes to your appointment need to be made (e.g. due to staff illness).

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 endeavor to ask about any changes when you attend.

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.

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.

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. 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 not usually a charge for a check up 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 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 the clinic. Vulnerable adults

with incapacity will be required to be accompanied and consent signed by their power of attorney.

Cancellations and Failure to Attend

Should you no longer require your appointment please give us as much notice as possible. We charge for appointments that are cancelled with less than 24 hours notice or where the patient has failed to attend. This charge amount is clearly written on your appointment card and displayed in the clinics. We offer a text message and telephone reminder system. Please ask for details.

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 standard appointment to allow us to reassess you.

Complaints

We are committed to providing a high-quality podiatry service to all our patients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. Should you wish to make a complaint you should contact Tracy Anderson, the Lead Podiatrist at the contact details overleaf, or call or email and request a call back from the Practice Owner.

Privacy Notice & Data Handling

Our privacy notice is on display in the waiting rooms and you will be given a copy with your consent form.

Patient Conduct

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

New Price list from 1st September 2023

New patient assessment (skin and nails)	45 min	£49.00
New patient MSK/Pain and injury assessment	60 min	£65.00
Return appointment (skin and nails)	30 mins	£39.00
Return appointment (MSK / pain and injury)	30 mins	£49.00
Return appointment (nail care only)	20 mins	£26.00
A dressing/follow up appointment	15 mins	£20.00
Nail surgery single	60 mins	£280.00
Nail surgery multi	60 mins	£320.00
Falknor's needling for verruca	60 mins	£220.00
Salicylic acid treatment for verruca	20 mins	£30.00
Verrutop treatment for verruca	20 mins	£40.00
Home visit surcharge, charged in addition to the appointment type.	45 mins	£12.00
Missed appointment/ cancelled within 24 hours	-	£26.00

Missed Appointment & Late Cancellation Policy

Our policy is similar to many other medical clinics and we kindly ask all patients to adhere to it. Should you no longer require your appointment please give us as much notice as possible.

If a patient fails to attend or gives less than 24 hours notice to change an appointment then a fee will be due.

- New Patients the Full amount of **£49/65**
- Return appointments a fee of **£26**.

In certain extreme circumstances we can be lenient but frequent missed appointments can be very disruptive to the smooth running of the clinic and can also be inconvenient to other patients that require an appointment slot.

Repeat occurrences will result in payment being taken prior to booking. We offer a text message and telephone reminder system. Please ask for details.