



**Melrose
Foot Care**
PODIATRY CHIROPODY

Patient Information

Melrose Clinic
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Waverley Offices,
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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.

Podiatrists within the practice are:

Tracy Anderson BSc (Hons) PGCert MRCPod -Director/Lead Podiatrist

Joanna Allan BSc (Hons) MRCPod Associate

Caroline Fairbairn BSc (Hons) MRCPod Associate

Lucy Sked MPod MRCPod Podiatrist

Becky Magill MPod MRCPod Podiatrist

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 history such as conditions from which you have been diagnosed with, 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 may be unable to give you 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.

Chiropodist or 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.

Services available at Melrose Foot Care Clinics

General Podiatry

- Nail Care & Cutting: Routine management for general maintenance or thick and difficult-to-cut nails.
- Corn & Callus Removal: Painless professional debridement to remove hard skin and corns using sterile instruments. Specific Professional advice to treat a range of skin conditions.
- Fungal Nail Infection Treatments: Clinical approach combining professional debridement to thin down fungal nails (Onychomycosis) alongside coordinated medication advice.
- Athlete's Foot Treatment : Therapies and advice to clear stubborn fungal skin infections.

Specialised & Surgical Treatments

- Nail Surgery: Permanent removal of painful or ingrown toenails under a local anaesthetic (available for single or multiple toes).
- Verruca Treatments: Advanced treatment options including Falknor's needling, Salicylic acid therapy, and Verrutop topical treatments.
- Orthotics & Insoles: Prescription and fitting of custom insoles or orthotic devices to correct biomechanical alignment and reduce heel or joint pain.
- Footscan Gait Analysis: Advanced diagnostic assessment that uses a high-tech pressure plate containing thousands of sensors to map how your feet interact with the ground. It measures pressure distribution in real time while you stand, walk, or run, identifying biomechanical imbalances, high-pressure hotspots, and posture issues.
- Specialised Complete Vascular Assessment with Doppler. ABPi and TBPI are calculated to assess risk of Peripheral Vascular Disease in lower limbs.
- Wound Dressing: dressing changes and monitoring healing of wounds.
- ToeFlex Nail Reconstruction: Aesthetic and structural restoration of damaged or missing nails.
- Medical Pedicure with Hot Paraffin Wax Treatment: used to improve skin texture and boost circulation.
- Home Visits: Domiciliary care options for patients who cannot travel to the clinic.

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. We will require a copy of this for our records.

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 is clearly written on your appointment card and displayed in the clinics. We offer a text message and telephone call 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 need to be seen as a new patient to ensure your medical history, medications, your address, GP information and Emergency contact details are correct for our records.

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 Director and Clinical Lead Podiatrist. Call or email to request a call back to discuss. Our Complaints policy is available upon request.

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.