



**Susanne Marshall
Podiatry**

**Information for
Patients**

Welcome!

Susanne Marshall Podiatry offers footcare to patients in their own home. Please read the following information carefully, as it contains important information to help you get the most out of my visit.

You are agreeing to use this service under the following terms and conditions.

Who am I?

Susanne Marshall BSc MCPod
Podiatrist

I graduated with a degree in Podiatry in 1999 and am registered with the Health and Care Professions Council (HCPC) Registrant number CH14240. Like other medical and healthcare professionals, I am bound by a strict code of conduct and ethics.

To remain compliant with the requirements of my profession, and to ensure a high standard of care for my patients, I undertake continuing professional development on a regular basis.

Chiropodist or Podiatrist? I'm Confused!

There is no real difference between the two!

The HCPC register us as Chiropodist/Podiatrist, though we now tend to refer to ourselves as Podiatrists. We carry out all the functions you would expect of "Chiropody" and have in depth medical training which allows us to treat a wide range of foot problems and to do minor procedures using local anaesthetic.

Your First Appointment

When I visit you for your first appointment, I will ask you to complete a medical questionnaire, which will allow me to collect personal and medical information from you. The questions on the form are there to help me form a picture of your health and wellbeing, and to assist me in deciding how to treat you best.

A list of current medications is also needed for the medical record.

Any information I collect is only used for the purposes of creating a medical record for you, and I will never share your information, unless agreed with you beforehand (e.g. Contacting your GP)

I am bound by patient confidentiality and by the GDPR and take the security of your information very seriously.

Full details of my privacy policy are available on my website, or a printed copy is available on request.

I will also ask you sign a written consent form at your first appointment. By signing this form, you are confirming that you have your own right of consent for medical treatments.

If you do not have your own right of consent, the following conditions apply:

Minors will require a parent or guardian to sign their consent form and to be present during my visit.

If you have been appointed a welfare guardian, they, or a carer must be present at your appointment. The welfare guardian should complete the consent form and provide certification of their status for my records.

Equally, if a carer is to be present at your appointment then a certificate called a section 47 is required which should state "Podiatry treatment" upon it.

This form is available from your GP and I require a copy to be able to carry out treatment. Please ask if you are unsure.

Unfortunately, in these situations, I am bound by law to ask for this evidence and to comply with the Adults with Incapacity Act (Scotland) 2000.

Treatment cannot go ahead without it.

Should you wish to withdraw your consent to treatment at any time, please let me know.

When I Visit

During each appointment, I will assess the health of your feet. Please be aware, that when carrying out treatment, I use instruments suitable for podiatry treatment. These include scalpels and other sharp tools. Every care is taken during their use, but there is always a slight risk of puncturing the skin. There is also a very small risk of infection.

Should there be any concerns or problems after your appointment, please contact me as soon as possible so that I can assess and rectify the issue.

I may suggest certain advanced treatments that may be beneficial to you and will be discussed with you if appropriate. These may carry their own risks and have additional consent forms to be completed.

Please advise me of changes to any of your details, whether personal or medical, at each appointment. I will always endeavour to ask.

Please, be ready for your appointment when I arrive, to allow the maximum time for treatment.

I kindly ask that you do not smoke during your appointment.

Pets:

I love to meet and greet the furry members of your family, but please do not allow them to run around during your treatment or during the clearing up process.

This is for your pet's safety as well as your own and to avoid contamination of the podiatry equipment.

Timings:

Sometimes, due to traffic or other circumstances out with my control, I may run late for your appointment time.

Should this be the case, I will always contact you within 15minutes of your agreed appointment time, to let you know what the situation is and when you can expect me to arrive.

How to Book an Appointment

At the end of your treatment, you will have the opportunity to make your next appointment with me. Alternatively, you can also make appointments by phone, text, or email.

When you call, due to the nature of my business, I may be driving, or visiting other patients. Please leave a voicemail message and I will return your call as soon as possible.

Calls will be returned: Mon, Wed and Friday 9am-5pm
Tues and Thurs 9am-8pm

In the event of an emergency out with my contact hours, or when I am on annual leave, please contact your GP or NHS 24 on 111 for advice.

Email: susannemarshall@smpod.co.uk

Phone: 0774 030 3272

Cancellation Policy

If you are unable to keep your appointment, please let me know as soon as possible so I can make the time available for someone else who may need it. You can cancel your appointment by phone, text or email.

I will automatically contact you in a few days to rebook your appointment unless you leave other instructions in your message.

I understand that life happens but do reserve the right to charge a fee of £20.00 for appointments cancelled with less than 24 hours' notice.

Please also note that any "doorstep" cancellations will be charged the full appointment fee, as I am unable to offer the appointment to anyone else, having already arrived at your house.

I can send a reminder of your appointment if you would like one. Please ask.

Payment

I accept cash or cheque and payment is due at the end of each appointment. I do not have debit or credit card facilities but am able to accept payment by bank transfer under the following terms and conditions.

- A) Payment must be made within 24 hours of your appointment
- B) Please use the **patients** surname as the payment reference
- C) Failure to make payments promptly may result in this payment option being withdrawn.

If you would like to use this payment option, please let me know and I will make my bank details available to you.

Complaints

I am confident that I will leave you “walking on air” in most cases, but In the rare event of you having any “niggles” after treatment, please let me know as soon as possible, and I will arrange to pop in and check your feet at a time that suits.

I will never charge for a niggle check if it is within 2 weeks of your appointment.

Should you wish to make a complaint, please contact me to discuss your concerns in the first instance.

If I don't know, I can't fix it.



Susanne Marshall Podiatry

Tel: 0774 030 3272

More information can be found on the website

www.smpod.co.uk

You can also find me on facebook