



**Patient Consent Form for the following Categories:**

**Private Patients - Private Health Insurance Patients - NHS Patients - Medico Legal Patients**

**Important Information – Please Read**

On your first visit, a detailed case history including a full medical history and physical examination will be taken. Each session will last up to 30 minutes, depending on your symptoms/stage of recovery. The therapist may ask you to remove an item/s of clothing, therefore, please wear something that you will feel comfortable in. If you would like some privacy while you change, please ask the therapist. You are welcome to bring a friend or relative with you into the treatment room if it makes you feel more comfortable.

During the assessment and sometimes during further sessions your therapist may need to fill out paperwork for various NHS organisations and insurance companies.

At the end of the first consultation/examination a detailed explanation of the diagnosis and proposed treatment will be given to you. Please do not hesitate to ask any questions about anything that you do not understand. Often your therapist may request further treatment if you are a Medico Legal patient, this can take up to two weeks or more to obtain authorisation. If you have not heard from us within two weeks, please call us. For NHS patients, we have limited resources to provide lengthy treatment and our quota is set by the CCG and outside of our control, so we will try to help you self-manage with exercises if possible, so please do not feel frustrated if you don't receive a hands-on approach – it's just we have limited sessions. However often advice, encouragement and exercise will help most conditions improve.

**We hold a 24 hour cancellation policy (chargeable for private and insurance patients). Please notify us with a minimum of 24 hours notice prior to your appointment.** If you are an NHS patient who misses an appt for any reason without letting us know, we will assume you don't require any further treatment and discharge you. If you are a Medico Legal patient you may be liable for a late cancellation or non-attendance fee, as outlined in your agreement with your insurers.

**For Private Health Insurance (e.g. BUPA/AXA etc)** it will be yourself, the client, who will be held responsible to pay Surrey Physio for any excess or shortfall relating to your bill submitted to the insurance company that has not been paid in full by them. For all patients, you will allow us to record **any** communication of any kind between you and us for quality and training purposes.

If you have any feedback (either good or bad), please direct them first to the Surrey Physio Group Practice Manager Lorraine Carey, [lorraine@surreyphysio.co.uk](mailto:lorraine@surreyphysio.co.uk).

**By attending your treatment session, you are giving your consent to treatment. If you do not wish to give consent, please inform a member of staff at any time.**

**By signing the present consent form, you are also giving your consent for Surrey Physio to process your personal data, as follows:**

- For the purposes of providing treatment, the Clinic may require detailed medical information. We will only collect what is relevant and necessary for your treatment. When you visit our practice, we will make notes of your condition.
- Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment.
- We require your consent to allow us to document and process your personal medical data, sharing it with other healthcare practitioners e.g. GPs, consultants, as well as insurance companies. You may withdraw consent at any time.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_