



Zest Allied Health Professionals Ltd

272 Abingdon Road, Oxford, OX1 4TA
reception@zestpodiatry.co.uk
www.zestpodiatry.co.uk
01865 236050

Trading as Zest Podiatry & Physio

Terms & Conditions of Business

Introduction

Zest Podiatry & Physio is the trading partner of Zest Allied Health Professionals Limited. The company registration number is 11602617

All our clinical staff are members of the College of Podiatry and have professional indemnity insurance - please see more information at <https://cop.org.uk/about-us1>

To practice as a podiatrist, all podiatrists have to be registered with the HCPC (Health & Care Professions Council) which ensures professional competency- please see more information at <https://www.hcpc-uk.org/about-us/what-we-do/>

Podiatrists diagnose and treat conditions relating to the lower limb following a Bachelor of Science (BSc) degree and in the UK, podiatrists are part of the Allied Health Professionals, <http://www.england.nhs.uk/ahp/role/>

All of our clinical treatments are evidence based, and all of our podiatrists have been trained to deliver them to the highest standard. We are all committed to continuous educational improvement and take a keen interest in new innovations and ways to improve our service.

The clinic

The clinic is a purpose built healthcare setting that has a patient reception area, 4 clinical treatment rooms, a gait analysis room and a patient toilet with disabled access. Supporting the clinical function there is a decontamination room for equipment cleaning and sterilisation.

There is a garden at the back of the clinic with a grass area for outdoor group exercise activities and a garden room for small exercise activities also.

There is dedicated parking for 3 cars on the forecourt - one of which is for disabled users. There are bike racks available on the forecourt for patients to secure their bikes

All treatments are by appointment only and emergency appointments can be made on the day. Appointments can be made via our receptionist team on 01865 236050 (9am – 5pm) or online via our website <http://www.zestpodiatry.co.uk>

The clinic is open Monday – Thursday 9am to 5.30pm, Friday 9am to 1pm and every 4th Saturday 9am to 5pm

There are drinks available in the clinic (water, tea and coffee) so that patients can help themselves whilst waiting for their appointment.

For those who are unable to attend the clinic, we can provide details of local Foot Health Professionals who can deliver basic foot care treatments at home.

Covid19 - we are following Public Health England guidelines to keep both our patients and staff safe. We ask all patients visiting us to complete a Covid19 declaration before they attend. There is hand sanitiser available for use within the clinic and we politely ask that patients and visitors wear a mask/face covering throughout their visit with us. All of our staff will be wearing face masks too. The reception area has limited seating available spaced apart to uphold the current distancing rules.

Description of our Services

General Podiatry

All of our patients are asked to complete both a Medical History and a Consent form before we start any treatment. For those patients who have provided us with an email address at the time of booking, we send these forms in advance of the appointment in both the Appointment Booking Confirmation & the Appointment Reminder emails.

Clinicians will recheck medical details at every follow up appointment to establish any changes.

All treatments are carried out in accordance with the Royal College of Podiatry Clinical Standards and the HCPC Clinical Guidelines. All treatments are evidence based and are performed using modern, safe equipment which clinicians have been fully trained to use.

All information collected, assessments performed (Including any digital photography/video), working diagnoses confirmed, treatment given and plans for future treatments (letters/correspondence) will be captured on our eNotes system, Cliniko. This data is secure and conforms to GDPR and the RCoP Data Protection clinical standard.

Initial Podiatry appointment

All initial consultations start by checking the medical history information supplied including current medications and known allergies. Consent (informed) is checked or obtained before any treatment can be commenced. Appointments are (up to) 40 minutes in duration

We will check your feet, and if appropriate your lower limb, at this first appointment and this will help form a working diagnosis. Assessments may include a vascular test using a doppler to check pulses in the feet, sensory and motor responses in the feet to assess neurological function, skin assessment using a dermatoscope to check for infections or unusual skin lesions and if necessary a full biomechanical assessment appointment will be made for a future date to check musculoskeletal (MSK) function.

A working diagnosis will be made by the podiatrist before agreeing a treatment plan with the patient. In most cases, treatment can be done within the first consultation. Podiatry treatment typically involves: nail cutting/reduction, corn/callus removal, wound management, verrucae treatments, fungal skin/nail treatments, fungal nail testing. If the patient is advised for a treatment that we charge extra for, this will be discussed and agreed with the patient before commencement (Swift verruca treatment, Cryotherapy treatment, Fungal Nail testing, Local Anaesthetic, Clearanail fungal nail treatment, finger nail cutting) . In some cases, we need to allow 24 hours before treatment can take place (Nail Surgery, Verruca Needling surgery)

Treatments can include advice/education, short & long term treatments and reviews. Should a patient need referring to a doctor or other healthcare professional we will do this as part of our treatment plan, in agreement with the patient.

The patient will be advised regarding a future visit into the clinic and which clinician this will be with.

We are unable to offer advice, diagnosis or treatments to other patients i.e relatives, within the appointed session and they will be advised to book a separate appointment

General podiatry (return)

At all subsequent general podiatry appointments, clinicians will check for any changes to medical history, medications or known allergies. Consent to treat will also be obtained. General podiatry treatments are (up to) 30 minutes in duration.

The clinician may recheck baseline observations : vascular, neurological, dermatological or MSK, as appropriate. The working diagnosis is assessed and confirmed before any treatment is commenced.

If the patient has new or additional podiatry needs which cannot be treated within the time allocated, a separate appointment may be advised and any additional prices discussed with the patient (Swift verruca treatment, Cryotherapy treatment, Fungal Nail testing, Local Anaesthetic, Clearanail fungal nail treatment, finger nail cutting) . In some cases, we need to allow 24 hours before treatment can take place (Nail Surgery, Verruca Needling surgery)

Treatments can include advice/education, short & long term treatments and reviews. Should a patient need referring to a doctor or other healthcare professional we will do this as part of our treatment plan, in agreement with the patient.

The patient will be advised regarding future visits into the clinic and which clinician this will be with.

We are unable to offer advice, diagnosis or treatments to other patients i.e relatives, within the appointed session and they will be advised to book a separate appointment

Specialist Podiatry

Podiatrists are also qualified and trained to carry out specialist treatments such LA (local Anesthesia) injections, Nail Surgery, Verruca Needling, SWIFT Microwave therapy for verrucae, MSK (musculoskeletal) assessments, Orthotic prescription & provision, Steroid Injection therapy, Shockwave therapy, Gait analysis, Gait retraining, Rehabilitation exercises

In addition to the treatments, we have a POM (prescription-only medicines) licence to use and supply certain medications that are used as part of our patient treatments ie. Steroid, local anaesthetic, antibiotics, fungal nail treatments

Local Anaesthesia injection

In the case that a patient has a very sore ingrown nail or skin lesion, we are trained to perform local anaesthesia in order to perform the procedure pain free. The clinician will assess the risks and confirm them with the patient so that an informed consent can be gained prior to treatment. In the rare event of an emergency, we have the requisite Adrenaline in the clinic to administer and all clinicians are trained in first aid and defibrillation techniques.

Local anaesthetic is used routinely in Nail Surgery and Verruca Needling treatments

Nail Surgery

Removal of a portion of nail or whole nail is indicated where the nail has been damaged or has an inherently painful shape. The clinician advises the patient on the risk and benefits and the patient then signs an informed consent.

The clinician uses LA to numb the toe and a partial or full part of the nail is removed. Phenol (chemical) is used to permanently stop regrowth from the nail areas removed. A dressing is applied and redressed the following day in the clinic. Advice is given to the patient as to how to care for the wound and future review appointments are made.

Verruca Needling

Needling a verruca may be indicated by the podiatrist for stubborn verrucae or for when other modalities are not indicated. The clinician advises the patient on the risk and benefits and the patient then signs an informed consent.

The clinician uses LA to numb the area of the foot where the verruca lies prior to performing Needling technique. A dressing is applied and advice is given to the patient as to how to care for the wound and future review appointments are made.

SWIFT microwave therapy

SWIFT is indicated for patients with stubborn verruca/warts, those patients who are looking for treatments with proven higher success rates. The clinician advises the patient on the risk and benefits and the patient then signs an informed consent.

No LA is required for this procedure. The procedure is carried out in the clinic and there is no need for post op dressing. Future treatment and review appointments are made, as appropriate.

Cryotherapy

Cryotherapy (freezing) is indicated for patients with verruca/warts (including children). The clinician advises the patient/parent on the risk and benefits and the patient/parent then signs an informed consent.

No LA is required for this procedure. The procedure is carried out in the clinic and there is no need for post op dressing. Future treatment and review appointments are made, as appropriate.

MSK assessment

As for other initial appointments, the clinician will start by checking the medical history information supplied including current medications and known allergies. There will also be a detailed history on the area affected, what pain levels are known, any trauma, previous treatments etc. Consent (informed) is checked or obtained before any assessment/treatment can be commenced. During this appointment we assess joint range of movement, tendon and muscle strength and ligament flexibility in the foot and ankle to establish **what** structure is injured/painful - creating the working diagnosis. This assessment appointment is up to 60 mins in duration

The assessment is a static assessment with the patient both on the couch (non weight bearing) and standing on the floor (weight bearing). From the assessment and the working diagnosis, the clinician will discuss a treatment plan.

Treatments may include advice, taping/strapping, basic exercises, orthotics (off the shelf and custom made). For those treatments that can be delivered during the treatment (advice, taping/strapping, basic exercises, OTS orthotics and casting for custom made orthotics, shockwave) we will endeavour to do this during the allocated time. Where there is an additional cost for the treatment (OTS orthotics, custom made orthotics) prices will be advised and deposits agreed.

Where treatments are advised that cannot be delivered on the day and are priced additionally (shockwave 1/2/3, custom orthotic casting, exercise/rehab session, sports massage therapy,) we will set up separate appointments for these to be performed.

Where additional MSK analysis is indicated or desired, the clinician will advise that a full MSK assessment is performed that will further inform **what** MSK structure is damaged/overused but importantly **why** it has been affected - see below for more details

MSK Full assessment (inc Walk.Run3D gait analysis)

The full MSK assessment is only indicated after a podiatrist has seen a patient for an Initial MSK appointment (above). This assessment includes 2 separate appointments - full assessment of up to 90 minutes and a review appointment of up to 30 minutes

The full assessment process is in 2 appointments:

During the initial part of the full assessment either our podiatrist or our Rehabilitation therapist will assess joint range of movement (using goniometers), tendon and muscle strength (using dynamometers) and ligament flexibility (using inclinometers) to accurately measure each aspect of the static test. This also allows data to be captured and used for future assessments and progress management. This assessment complements the original foot and ankle assessment and helps to inform the long term treatment plan.

In addition to the static testing we use the [Walk/Run3D gait analysis](#) to accurately measure movements at the hip, pelvis, knees and ankles whilst you are walking and/or running. This dynamic assessment helps us identify any asymmetrical movements, abnormal patterns in your gait and which structures are being overused, compensating or not used at all - *it is like an MRI of gait*

The second part of the full assessment process is to bring the patient back into the original podiatrist to discuss the findings and go through the report we produce. This includes the static and dynamic tests, accurately pinpoints what your joints, muscles and limbs are doing as you take each step and informs why you have the pain/discomfort that brought you into the clinic in the first instance. This further informs our treatment plan and the outcome goals we agree with you. In addition to the other treatments we offer, the most common treatments are gait retraining and tailor made exercise programmes.

Referrals

If the clinician believes further investigation is indicated i.e. ultrasound/MRI scan, X-ray, or a specialist treatment that cannot be performed within Zest Podiatry i.e. ultrasound guided steroid injection therapy, they will prepare a referral letter as appropriate..

Equipment

All equipment used in the clinic is designed and tested for that specific use. It is regularly maintained and all staff using the equipment have been trained in its use.

Any equipment used with patients is either single use i.e scalpel blades, needles, tips. If reusable, it is cleaned and autoclaved in accordance with our strict Infection Control procedures.

Appointment bookings and payment

Bookings

All initial appointment bookings (General and MSK Initial) can be made by telephone, in person or online via our website.

Booking taken over the telephone or in person incur a 50% deposit and bookings taken online incur a 100% payment upfront. Should a patient need to change/cancel their appointment we ask that we are given 24 hours notice so as not to lose the payment made. Patients who do not attend their appointment and give no notice, will lose their full/50% deposit payment.

In the case where a patient has Covid or been in contact with a Covid positive patient and been asked to isolate, we will not charge for late cancellations.

All bookings made (and where we have taken an email address) will receive a Booking Confirmation email at time of booking and then a Reminder email 48 hours ahead of the appointment. Where no email is available and if requested, our receptionist can telephone the patient 48 hours in advance of the appointment to remind them.

On the day of the appointment we ask patients to arrive in time for their appointment and advise us of any delays. Where they have not been able to complete their medical details or consent forms, they can do this on arrival.

Prices and Payments

Payment is taken on the day of treatment via debit/credit care or if the podiatry appointment is booked online, payment is taken at time of booking.

If payment is to be made by a third party or relative this can be done if agreed with Zest Podiatry at the time of booking. An invoice for the treatment will be emailed/sent to the nominated person and we ask that invoices are paid within 30 days of receipt.

General podiatry and specialist podiatry prices are published on our website www.zestpodiatry.co.uk, . Podiatry prices are not subject to VAT

Clinicians (Podiatry)

The directors of Zest AHP Limited are Victoria North and Brenda Rogers. Both directors are also registered podiatrists and each have 10+ years experience working in private podiatry.

- Victoria North BSc (Hons) MRCPod MSc
Podiatrist (hcpc No: CH31851)
- Brenda Rogers BSc (Hons) MRCPod
Podiatrist (hcpc No: CH32551)
- Steve Richards BSc (Hons) PGCert MRCPod
Podiatrist (hcpc No:CH31842)
- Jake Flower BSc (Hons) MRCPod
Podiatrist (hcpc No:CH036051)

Complaints policy

We are committed to providing a high-quality podiatry service to all our patients at every contact and visit. We are very keen to get feedback when something goes wrong so that we can address the issue and help us to improve your experience with us.

We guarantee to hear your complaint and will endeavour to work with you towards a satisfactory resolution.

Submitting your complaint

Please contact us at reception@zestpodiatry.co.uk and put Complaint in title of email or alternatively send us a letter to Brenda Rogers, Zest AHP Ltd, 272 Abingdon Road, OX1 4TA.

Please outline the nature of your complaint, when the issue happened and who within Zest Podiatry was involved.

Our response

1. We will send you an email or letter acknowledging receipt of your complaint within three days of receiving it
2. We will then investigate your complaint
3. We will email or write to you to explain what our investigation found and the outcome of the findings
4. If we have not resolved your concern you may complain to our regulator at the address below:

Fitness to Practise Department
The Health and Care Professions Council
184 Kennington Park Road
London
SE11 4BU

For further information,
<https://www.hcpc-uk.org/public/what-should-i-do-if-i-am-unhappy-with-an-hcpc-registered-professional/>

Privacy Policy

In order to deliver healthcare treatment, we will need to collect and process personal data from our patients. This Privacy Policy describes how and when we collect, use and share information when you attend an appointment and/or buy products at Zest Podiatry.

1. **Personal Information** - we collect names, address, contact details (phone/email), date of birth, next of kin details, medical history, current medications, known allergies, current treatments, GP surgery. We do not store payment information. Your patient details supplied is stored on our electronic patient record and diary system, Cliniko. This system is fully password protected
2. **Legal basis I rely on to collect, use and share personal information** - We collect the information about you, your address, date of birth to ensure we can identify you as an individual patient. The medical information we collect is to ensure that we can identify any risks or contraindications to treatments and agree informed consent with you. Records are stored according to data protection act and the GDPR requirements. We do not share any of your data with third parties, unless agreed with you. We keep your data securely for 7 seven years and after this period the data is securely destroyed.
3. **Marketing** - If you have agreed with 'express consent' to marketing, we can use your contact details to mail/email you with promotional marketing. You can opt out of this consent at any time by contacting us at victoria@zestahp.co.uk
4. **Information Sharing and Disclosure** - we will only seek to share your personal information for very limited reason and in limited circumstances
 - a. Medical professionals - with your consent, we will share medical details with other medical professionals i.e. GP/physio to allow for continuity of care or referral.
 - b. Business transfers - If the business is sold or merged, your data may be disclosed as part of that transaction, only to the extent permitted by law and with your knowledge

- c. Compliance with laws - we may collect, use, retain and share your information if we are legally required to
- 5. **Data retention** - It is a legal requirement that this data is stored securely for a minimum of 7 years (which can vary depending upon the persons' age and the circumstances). The length of time for retention is bound by legal and regulatory obligations, to resolve disputes and to enforce my agreements. The retention of podiatry records is normally a minimum of 8 years after the last appointment.
- 6. **Patient rights** -
 - a. Access - you have the right to access and receive a copy of the personal information we hold about you by contact us at the contact point below
 - b. Change/restrict/delete - you may also have rights to change, restrict our use of or delete personal information. However health records are exempt from change and deletion requests
 - c. Object - you can object to our processing of your information based on legitimate interest and receiving marketing messages after you have given consent to receive them. Where you object we will delete your personal information accordingly
 - d. Complain - if you wish to complain about our use of information (and without prejudice to any other rights you may have), you have the right to do so with the Information Commissioner www.ico.org.uk

For the purposes of GDPR, Victoria North is the data controller of patient's personal information. You can access all of your personal data that Zest Allied Health Professionals Ltd stores, by request. You can request this information by letter or email at:

Post: Zest AHP Ltd, 272 Abingdon Road, Oxford OX1 4TA

Email: victoria@zestahp.co.uk