



Clinic Name: **Turra Physio Therapy**

Clinic Address: 45 Forglen Crescent, Turriff, AB53 4NW.

Treating Clinician: Ross Conniffe-Jones

Anyone may book an appointment. This should be done by **telephone on 07354 471470** or by **email hello@turraphysio.co.uk**. Out of normal working hours please leave a message.

Our commitment to you

You will always be assessed by a qualified physiotherapist. Our physiotherapist is registered with the Health and Care Professions Council <https://www.hcpc-uk.org/check-the-register/> and Chartered Society of Physiotherapists and will examine and treat you/your client in line with the Chartered Society of Physiotherapy's code of practice www.csp.org.uk. The Physiotherapist has an Enhanced Protecting Vulnerable Groups (PVG) <https://www.mygov.scot/pvg-referrals>.

After examination the physiotherapist will explain their assessment of the presenting concerns and propose treatment if appropriate, explaining what is involved, including any risks. You/your client may decline any of the treatments proposed, without prejudice.

Your consultation and treatment will be on a one-to-one basis (unless otherwise agreed) and in the privacy of the treatment room/cubicle or in a chosen domiciliary setting.

Your appointment will be scheduled according to your needs and to the best of our ability.

Fees for Assessment/Treatment

Fees for Initial Assessment and Follow-Up appointments

Initial Assessment appointments £75. Up to 1-hour face-to-face assessment by the Physiotherapist.

Follow-up appointments £60. Up to 45 minutes face-to-face with the Physiotherapist.

Please refer to our standard 24 hour cancellation policy.

Payment Terms

Payment for initial assessments and follow-up appointments for private paying individuals must be **made via the emailed invoice at the time of booking, prior to the appointment.**

Payments can be made using the invoice payment button powered by Square, or details for a BACS payment are also on the invoice.

For clients that do not have access to email, there is a card terminal at the clinic for in-person payments during the appointment scheduled.

Letters & Reports

Requested reports and/or letters are charged in respect of the total time taken to prepare them. Charges are based on the standard clinic costs of £75 per hour.

Telephone conversations over 15 minutes will be charged and are again based on the above standard clinic costs of £75 per hour.

Any additional basic administration charges will be charged at £25.00 per hour.

How to Find Us

Clinic Name: **Turra Physio Therapy**

Treating Clinician: Ross Conniffe-Jones

Clinic Address: **45 Forglen Crescent, Turriff, AB53 4NW**

You can find us behind the Baden Powell Centre which is on Baden Powell Road. Go down that road and find Market Street and if you head North on Market Street you will see Forglen Crescent on your left.



GDPR

We will treat all information, facts, matters, documents and all other materials of a confidential nature which we receive or create as a result of your/your client's treatment as confidential. All written, audio, visual and video records will be stored securely. Information shared within the treatment sessions will be treated with the strictest of confidence and at no time will this information be shared with any third parties without your consent. Turra Physio confirm that we are GDPR compliant and are registered with the Information Commissioners Office on the "Register of Data Controllers" as required by the Data Protection Act 1998. All data held by us is processed in accordance with GDPR.

Consent

Clients are required to consent to assessment and treatment. They are expected to respect the clinician during the treatment sessions. Aggressive and/or abusive behaviour will not be tolerated. Additional permission will be required for audio /video recording and for the circulation of reports to other relevant professionals.

Withdrawal

The client is free to withdraw from therapy at any time without stating a reason provided that 24hrs notice is given for any booked appointments.

...