

Podiatry4U Limited
The Foot Clinic
1 Boughton Green Road
Kingsthorpe
Northampton
NN2 7SW
01604 791 220

Podiatry Services

Standard Terms and Conditions

Appointments for treatment at the clinic may be made by phone at the number above, Late arrival for an appointment may mean you cannot be seen but will be charged. Home visit appointments are available, again please phone for an appointment.

Payment information

Unless previously agreed otherwise, payment in full must be made prior to or at the time of treatment. Payment may be made by cheque, cash or by card. Invoices can be issued in advance of treatment if a request is made at the time of booking the appointment and at least two full working days in advance of the appointment. A receipt for payment will be provided if requested.

A deposit taken for a particular service does not form part payment for a different service e.g. nail surgery deposit cannot be used to pay for nail cutting.

A charge of £30 or more may be levied for administrative work. Examples include, but are not limited to, form completion, letters written and telephone calls. The fee will be confirmed and taken before any work is undertaken.

A verruca appointment with consultation/ assessment and discussion will be charged as a regular podiatry appointment.

Late payments policy

Where an invoice is issued and payment is delayed beyond seven days from the invoice date an additional charge of: £15 for appointments in our clinics and £20 for home visit appointments will be due.

If a letter is required to chase late payments an administrative charge of £25 may be incurred.

Any services that are provided by Podiatry4U that are not paid on time will be considered in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 and interest charged

Appointments

£30 is to be paid in advance of appointments.

Non-Attended Appointments

Non-attended appointments which are not rebooked must be paid in full.

Where no prior notice of non-attendance has been given re-booking will incur an administration fee of 25 pounds.

Late Attendance At Appointments

A nominal fee will be charged on appointments which are attended more than 15 minutes late.

First Consultation / Appointment

The initial appointment/consultation may be a consultation only if time is required to consider the treatment options.

An explanation of this will be given at the consultation, with an option to have the chosen / appropriate treatment carried out at a later date. A Cost of the treatment will be taken at the consultation for the forthcoming treatment.

Deposits

A one off rearrangement of nail surgery will not incur a loss of the deposit. However, a second rearrangement will incur a 50% loss of the deposit.

Insoles

Orders cannot be cancelled from the manufacturer once money has been paid. Therefore refunds cannot be considered unless the insoles are shown to be unsuitable.

Insoles will be stored for up to 6 months. If not collected within 6 months then insoles may be disposed of due to limited storage space.

We use various manufacturers and it is company policy that supplier relationships are classified as company confidential information.

Casted Devices

One adjustment will be made, and only if the clinician deems it necessary. Any further adjustments will also be made at the clinicians discretion and will incur a charge of £70 per adjustment. This does not include consultation fees.

Needling

Needling is a one-off charged treatment. A free follow up appointment is offered after the one-off treatment. If further appointments are required then these will be charged per visit.

Refund and cancellation policy

Due to unforeseen circumstances we are aware that some appointments will need to be re-arranged or cancelled at short notice. However, we would be grateful of at least 1 week's notice of these changes.

If the a patient has to cancel an appointment for any reason, then the following costs will be charged:

- One week's notice – no costs will be charged
- Less than one week's notice – 50% will be charged
- 48 hours or less notice – 100% will be payable

If cancellations become frequent (the definition of frequency will be at our discretion), we will change payment terms for future appointments for the patient, so that they are paid in advance and therefore, any subsequent cancelled appointments would be non-refundable. We will give 7 days' notice in writing if we enforce this clause.

With regard to rearrangements, if an appointment is rearranged at short notice, then nothing will be charged if that appointment is rearranged within 3 weeks of the original booked date. If a rearranged appointment is subsequently cancelled even with more than 7 days' notice then the whole fee will be charged.

Unreasonable requests - as decided by Podiatry 4U - for administration work (e.g. significant/multiple emails/communication on the same subject) will incur a minimum administration cost of £25.

Surgery bookings with deposit taken can be rearranged with 3 days notice. However, the appointment must be rebooked and attended within 6 months.

Refunds of deposits including partial refunds may be given at the podiatrist's discretion. An administration fee will be charged.

Unauthorised chargebacks will incur a 40 pound admin fee and the card company fee will be passed on to the customer e.g. when a refund has been agreed to be paid to the customer and a chargeback is made via a card company.

Using a Private Medical Insurance Policy

If you are planning to use private medical insurance (PMI), please contact your insurer as soon as possible and before your appointment to ensure you meet the terms of your policy. You will need to make the claim direct to your PMI provider, the Foot Clinic will provide an invoice for the treatment to assist in this claim. Payment direct to the Foot Clinic will need to be made at the time of the appointment or before and a reclaim made by the patient.

Unpaid debts

It is the policy of the Foot Clinic to pursue all outstanding debts through the small claims court. Interest will be charged on such debts. Administration charges also apply.

Nail Reconstruction Procedures

Terms and Conditions Nail reconstruction is a gel based treatment applied to the nail and nail bed. Trauma and pressure to the gel nail may cause it to dislodge. Open toed shoes must be worn for the day of the procedure and the treated nail must be kept dry and free of trauma for a minimum of 24 hours. Nail reconstruction has anti-fungal properties and can aid healing and nail regrowth. The foot clinic does not undertake such treatment solely for cosmetic purposes. Occasionally the gel nail will not bind

properly and may need to be reapplied. The foot clinic will undertake to repeat the treatment should it consider that this is appropriate. A further charge may be necessary in certain circumstances subject to the discretion of the clinician.

This is a clinical / cosmetic coverage of a damaged nail plate (looking to improve the appearance of the Nail). We are not a beauty nail bar and aim to improve the appearance of unsightly or damaged nails by this procedure. We aim to make the nail look natural after the application which provides protection to the skin and structures below.

Conduct

We have a policy of No Tolerance regarding verbal or any other form of aggressive or intimidating behaviour. If this is perceived by the staff , the telephone conversation or treatment will be terminated.

GDPR Podiatry4U Privacy Policy/Code of Practice

Information is held within the boundaries of the practice. By giving the information the patient gives consent for the sharing of the information within the practice. The practice encompasses the company and its associates .

We request your consent should we recommend photographs be taken for the purpose of recording the progression of your treatment.

In the podiatry practice, the lead practitioner acts as the data controller under the UK GDPR and Data Protection Act 2018, meaning they decide how and why patient health data is processed. A compliant privacy policy must account for sensitive patient information, lawful processing bases, and strict data security

Access to your records

Patients have right to access the data that we hold and to receive a copy. Parents may access their child's records if this is in the child's best interests and not contrary to a competent child's wishes. Formal applications for access must be made in writing.

If you do not agree

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in this Code of Practice, please discuss the matter with your podiatrist. You have the right to object, however this may affect our capability to provide you with podiatry services.

You have a right to withdraw your consent at any time.

Security of information

Personal data about you is held in the practice's computer system and/or in a locked manual filing system. The information is only accessible to authorized team members.

Sharing your information

We may share relevant information with:

- Your GP, referring clinician, or other healthcare professionals for continuity of care;
 - Insurance companies or third-party payers where required to arrange or authorise treatment or payment.
- laboratories, orthotic manufacturers or other medical providers involved in your treatment: processors acting on our instructions, IT support and accountants.
- We only share the minimum necessary information.

Why do we hold information about you?

We need to keep comprehensive and accurate personal data about patients to provide you with safe and appropriate podiatry care. We will ask you periodically to update your medical history and contact details.

What personal data do we hold?

The personal data required to ensure a high level of podiatric service may include:

- Past and current medical conditions; personal details such as age, address, telephone number and general medical practitioner
- Clinical photographs and videos
- Information about their treatment that we have provided or propose and its cost
- Notes of conversations or incidents that might occur for which a record needs to be kept
- Records of consent to treatment
- Any correspondence relating to them and other health care professionals, for example in the hospital or doctors' surgeries.

We ensure all personal data is:

- a) Processed lawfully, fairly, and transparently.
- b) Collected only for specified, legitimate purposes.
- c) Limited to what is necessary (data minimisation).
- d) Accurate and kept up to date.
- e) Retained no longer than required (storage limitation).
- f) Secured against unauthorised access or loss (integrity and confidentiality).

Retaining information

We will retain your Podiatry records while you are a practice patient and after you cease to be a patient, for at least eleven years, or for children until age 25, whichever is the longer.

Governing Law

This agreement shall be governed and construed in accordance with the laws of England