



Felicity Burnell BSc. MCPod
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MISSION STATEMENT

Oxfordshire Chiroprody is a podiatry service dedicated to providing a professional, holistic approach to health and foot care in clinic or your own home.

A follow-up appointment is 45 minutes, unless agreed otherwise.

This is to ensure I can reach my next client at their scheduled appointment time.

HOURS OF WORK

Monday & Thursday	Tuesday, Wednesday & Friday (Winter Hours)	Tuesday, Wednesday & Friday (Summer Hours)
Out of Hours	First appointment - 9:30am	First appointment - 9:30am
	Last appointment - 3:00pm	Last appointment - 6:00pm
Earlier or later appointments will incur a £20 surcharge		

CONTACT

PHONE: I use a work mobile phone. It is turned on at 8:30am and switched off at 5:30pm. If you have a hot, red, swollen toe or foot outside of these hours, please contact 111, your GP or attend A&E.

EMAIL: I check my emails at 8:30am, at around 1:00pm and at the end of my day. I will respond to an email upon reading, but **if you have an urgent enquiry it is better to send a text message** as I can respond to this quickly in between visits.

CONFIDENTIALITY & CONSENT

At your first appointment, you will be asked to complete a Consent Form. Everything discussed during (and after) your appointment is entirely confidential and your GP or next of kin will only be contacted with your consent. You may withdraw your consent at any time verbally, or by email to **felicity@oxfordshirechiroprody.uk**. NB: My Privacy Policy regarding how I manage your data (for GDPR compliance) is available on my website; www.oxfordshirechiroprody.co.uk/privacy-policy

CHARGES

New Patient	A new patient appointment (60 mins) is £55 . The 60 minutes includes assessment, set-up, treatment, and time to discuss a management plan.
Follow-Up	A follow-up appointment is 45 minutes. Appointments arranged in advance are charged at £50 . An ad-hoc follow-up appointment is £55 .
Additional Fees	Each additional 15 minutes will incur a further £15 charge.
	All items issued (i.e. silicone toe props, gel toe sleeves, poron insoles, silver nitrate sticks) are chargeable in addition to the follow-up appointment fee. The fee schedule is available online: www.oxfordshirechiroprody.co.uk/Fees .
Administration Fees	Onward Referrals/Antibiotic Requests: If I suggest referral to an NHS service or you need antibiotics, you can contact your GP directly, or I can request the referral/prescription for a £15 administration charge.

SOS Appointments	<p>Up to 3 Days Post-Appointment: If you notice something is not quite right please be in touch and I will get back to you ASAP.</p> <p>Within 2 Weeks Post-Appointment: If you require a repeat appointment this will be chargeable; between £15 and £35.</p>
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CANCELLING AN APPOINTMENT

If you need to cancel your appointment, I would be grateful if you could please give as much notice as possible so that the appointment may be offered to another client.

Appointments cancelled within 24 hours or less will incur a full charge.

PAYMENT

I prefer to receive payment by cash or bank transfer. I carry a card payment (iZettle) machine; there is a £1 surcharge per person to cover the transaction fee to use this method. Cheques are also OK.	<p>Bank Details</p> <p>Felicity Burnell Account: 72755973 Sort Code: 60-83-71</p>
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STERILISATION

For hygiene and safety purposes, each set of instruments is individually packed to ensure sterility prior to use. After use, the instruments are cleaned by hand and treated in an ultrasonic bath before being autoclaved at 134C. Antibacterial wipes are used to ensure cleanliness of kit after each use and regular “deep cleans” are performed. I use disposable gloves, masks, aprons and couch rolls in order to provide a clean work environment.

SUSTAINABILITY

I use biodegradable sundries (e.g. organic cotton wool, disposable aprons, couch roll, disinfectant wipes and skin cleaning wipes) wherever possible. I use paper rather than plastic bags to provide your ‘extras’ (e.g. silicone props, samples of creams). I also arrange appointments by area in order to reduce travel by car. I am committed to providing a more climate-friendly service.

SOCIAL MEDIA

I have a presence on Facebook, although I do not use this medium to communicate with clients. I use Instagram to advertise current Oxfordshire Chiropody news and demonstrate interesting ‘before’ and ‘after’s’. If you do not wish to feature on my Social Media, please leave this box unchecked on your Consent Form. Please note, all images are anonymised prior to publication. I have a website: www.oxfordshirechiropody.co.uk, with an aim to blog regularly about relevant health and podiatry issues.

INSURANCE AND PROFESSIONAL REGISTRATION

Health & Care Professions Council (HCPC): Membership Number CH31952

I abide fully with the HCPC’s Standards of Conduct, Performance and Ethics, Standards of Proficiency, and Standards of Continuing Professional Development. **www.hcpc-uk.org/standards**

College of Podiatry (CoP): Membership Number 30461

I am insured under the College of Podiatry.

I abide fully with the College of Podiatry’s Standards for Clinical Podiatric Practice **www.cop.org.uk**

DISCHARGE

I reserve the right to discharge you from the service if I feel your conduct has been inappropriate.

FEEDBACK

If you feel you have received a good service, I would be very grateful if you would please leave feedback on either Google, Facebook or [yell.com](http://www.yell.com). Search for ‘Oxfordshire Chiropody’ and you can leave a review.

If for any reason you are not happy with the treatment or advice you have been given, please discuss this with me. It is my intention for each treatment to be bespoke for the client and for it to exceed expectations. If this isn’t the case, please afford me the opportunity to rectify this.