

Terms and Conditions

Everlasting Physiotherapy ('we') will provide physiotherapy services to the client ('you'), based on an initial assessment and clinical reasoning. All sessions are taken by a HCPC registered, CSP Physiotherapist.

The assessment will require a hands on approach, some items of clothing may be asked if could be removed, but dignity and privacy will be adhered too at all times, and consent will be sought from the patient. The assessment also involves disclosing past medical history, please be as thorough as possible to ensure the correct treatment approach is given. This responsibility is solely on the client, and any withheld information which leads to harm/injury is not the practioners legal responsibility.

An initial assessment must be carried out for each new condition presented.

After the initial assessment, if the service required is not in the remits of Everlasting Physiotherapy, they may decline to treat. In this instance a 50% charge will be charged and no further sessions booked.

It is not possible that any particular result or outcome can be guaranteed as a result of us providing the Services.

Treatment will be a mixture of evidence based and clinical experience. If you do not feel your treatment has been explained clearly, the client is within their right to ask for more details. The treatment will be on a session- by- session basis and will be reviewed regularly.

It is likely a home exercise plan will be prescribed to be completed between sessions. You are not obliged to complete these; but if you do not complete them, your progress in achieving the desired outcomes may be slowed down.

Payment

Payment is to be made via bank transfer to:

Emily Last

Business Account

Starling Bank

50119338

60-83-71

Card or Cash payments will also be accepted.

An invoice will be sent to the email address provided by the client, this can then be used to claim through insurance companies. Unfortunately, Everlasting Physiotherapy cannot deal with direct insurance claims. We are however happy to fill out any insurance forms necessary for you to claim back through insurance if relevant.



Cancellations

Cancellation fees are at the discretion of Everlasting Physiotherapy. In the unlikely event of illness, or medical reasons, no charge will be made for cancelled appointments. If the appointment is cancelled by the client within 24 hours with no medical reason provided, a 50% cancellation charge will be charged.

Everlasting Physiotherapy has the right to cancel/ rearrange appointments without fee, however a suitable replacement time and date will be provided.

Confidentiality

We shall treat all personal and business information supplied by you as confidential. We shall not disclose such information to any third party without your prior permission, except where required by law or where action might be necessary to protect you or someone else.

By signing these terms and conditions, you consent to a report of your physiotherapy sessions to be sent to your General Practitioner and/or surgeon if deemed necessary by your physiotherapist.

Data Protection

We are registered under the Data Protection Act 1998 and we shall treat all personal data in accordance with the requirements of that Act. All clinical records will be kept in accordance to the Data Protection Act, and disposed of securely, as required by law.

Liability and indemnity Limitation on our liability to you

Our liability to compensate you for any loss or damage (in the case of loss or damage other than death or personal injury) is limited to a reasonable amount (and not exceeding the amount you pay in total for the Services), having regard to such factors as whether the damage was due to a negligent act or omission by Everlasting Physiotherapy. Nothing in these conditions will limit our liability for death or personal injury caused by our negligence or the negligence or our employees, agents or subcontractors or fraud and fraudulent misrepresentation.

Limitation and exclusion of liability

We shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, or for any loss of profit, or for any indirect or consequential loss arising under or in connection with the Services.

Indemnity

You agree that you will indemnify us against any and all loss or damage suffered, including any legal fees or costs, as a result of any breach of this agreement by you.

Disputes and governing law



If you are unhappy with the Services Everlasting Physiotherapy provides, we hope you will discuss any problems or issues with the practitioner who treated you first. If this does not resolve the issue, a third party will be sought in the form of a Union Rep (Chartered Society of Physiotherapy).
 You are entitled to cease sessions if you are not happy with the service provided.

COVID-19

The client takes all responsibility to inform the Practitioner of any COVID symptoms prior to the session, irrespective of vaccination status. If you or any household is currently isolating due to suspected symptoms, or have been informed by the Governments Track and Trace to isolate; you are required to cancel your appointment (at no charge) until this isolation period is over.

The therapist will wear full PPE in accordance with NHS standards; the client is expected to wear a face covering unless exempt.

By signing these terms and conditions, you consent to treatment and allow any information to be shared with relevant healthcare professionals (General Practitioner and/ or Surgeon being the most likely; all other professionals will be discussed with the client first before data sharing).

I, THE CLIENT, HEREBY GIVE MY CONSENT FOR PHYSIOTHERAPY ASSESSMENT AND A COURSE OF TREATMENT

SIGNED: _____ DATE: _____

Name	
Date of Birth	
Address	
Email Address	
Phone Number	
GP Surgery Name/ Address	
Surgeon Name and Location (If applicable)	

