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1. Responsibilities of the company

1.1 As a company we will provide appropriate and timely physiotherapy using a range of therapy approaches suited to the individual client and family. We aim for therapy to be fun and engaging.

1.2 It is essential that the client and their family, carers and professional groups work together to achieve the best results. It is important that working relationships are established and maintained throughout therapy. Therefore, we (the company) will contact staff already working with the client to ensure cohesive working. This may include quarterly reporting of current therapy targets and outcomes, joint appointments, telephone discussions etc.

1.3 We will adhere to clinical standards and guidelines of the professional bodies i.e. The Chartered Society of Physiotherapy, The Health Professions Council, The Association of Paediatric Chartered Physiotherapists. If at any time we feel that these professional standards are being compromised then we will give notice and withdraw from the engagement.

1.4 We will always endeavour to be on time for appointments and will notify you by telephone if there are any changes due to illness or delay. Should we need to change an appointment, you will receive as much notice as possible.

2. Your responsibilities

2.1 It is expected that health and safety considerations are maintained throughout therapy and that clients and staff adhere to appropriate standards. This may include provision of suitable moving and handling equipment, we would offer advice and education where appropriate.

2.2 Any cancellations made by you should be made with as much notice as possible. Cancellations made by clients with less than 48hrs notice will normally be charged at the full hourly rate, at the discretion of the company.

2.3 In order for us to carry out our work you agree:

- To provide full information necessary for us to make accurate and appropriate clinical decisions.
- That we can approach others involved as it may be appropriate to share information that we consider necessary to meet the standards set out in section 1.3
- To keep us informed of significant changes in circumstances.

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3. Working with little hiccups.

3.1 you agree to pay the fee for Physiotherapy services via little hiccups.

4. Retention and access to records

4.1 During the course of our work we will collect information from you and others acting on your behalf.

4.2 We intend to destroy correspondence and other papers that we store, other than documents which we consider to be of continuing significance, once therapy has ceased and one of the following criteria is met:

- a) The client was under 18 when our involvement ended and has reached over 25 years of age
- or**
- b) 8 years has passed since therapy has ceased

4.3 We confirm that when processing data that we will comply with the relevant provisions set out under GDPR guidelines.

4.4 We may communicate using electronic communication and we will take all reasonable steps to protect data, however, we are aware that data corruption may occur and we do not accept any responsibility for error or problems that may arise through the use of internet communication.

5. Quality of service

We aim to provide you with a fully satisfactory service and our Physiotherapist will seek to ensure that this is so. If however you are unable to deal with any difficulty through them or through the administrative team, please contact the Director. We undertake to look into any complaint carefully and promptly and fully inform you of our findings. If you remain unsatisfied then you can refer to the relevant professional bodies.

6. Confidentiality

Where you give us confidential information, we confirm that we shall at all times keep it confidential, other than as required by law or as provided for in regulatory, ethical or other professionals standards.

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7. External review

As part of our ongoing commitment to providing a quality service, our files are periodically subject to independent review by an external professional. These reviewers are highly experienced professionals and are bound by the same requirements of confidentiality and standards of practice.

8. Insurance

We hold professional indemnity insurance in accordance with the rules of our professional body, The Chartered Society of Physiotherapy. Details of the insurer and coverage can be provided on request. We also hold Public Liability insurance and Employers insurance to cover work with external contractors and lease of public premises.

I agree work with **Physiotherapy for Children** as outlined in the terms and conditions given above

Client name (IN BLOCK CAPITALS) _____

Signed (Client/behalf of the client) _____
(delete as appropriate)

Relationship to client (if signing on their behalf) _____

Date _____

Signed (On behalf of the company) _____

Date _____

Please sign and return a copy of this document to: **info@physioforchildren.co.uk**

Alternatively you can post a copy to:

Physiotherapy for Children Ltd
78 Meadow Vale
Outwood
Wakefield
West Yorkshire
WF1 3TD

Please retain a copy of this document for your records