



# University College of Osteopathy **Clinic**

## GENERAL CLINIC PATIENT INFORMATION SHEET

### Welcome to the University College of Osteopathy (UCO) Clinic.

This information sheet will give you an overview of what you can expect from your clinical appointment and consultation here at the UCO. If you require any further information then please do not hesitate to ask; the reception team, students and tutors will be happy to answer your questions.

The UCO Clinic is a teaching clinic for the University College of Osteopathy (UCO). The UCO is a registered charity which educates student osteopaths, treats patients and promotes research. We aim to provide high-quality, innovative and modern osteopathic education and treatment. We treat people equally regardless of age, gender, religion, race or sexual orientation.

In the general clinic and the majority of our specialist clinics, the patient consultation and any subsequent treatment will be primarily led by students in their senior years. All students in the clinic are under the supervision of experienced, qualified osteopaths. If you require any further information about this or have any questions, then please speak to the reception team before your appointment, or your student practitioner or tutor.

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## ABOUT THE CLINIC

### General Clinic opening hours and appointment times

The General Clinic is open from 08:00 – 18:00, Monday to Friday.

Appointments can be made between 09:20 – 12:20 and 13:40 - 16:40 (for New Patients the last appointment is 4pm) Monday to Friday.

### How to make, change or cancel an appointment

You can contact us by phone on 020 7089 5360 or by email at [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk)

Please bear in mind that the phones do get very busy especially in the mornings. You may find it easier to contact us by email.

We ask that you give us at least 24 hours' notice if you are calling to change or cancel an appointment. This will allow us time to offer the appointment to someone else.

## **About our fees**

In General Clinic, we offer concessionary fees for people aged over 60 years, full-time students, people receiving Income Support, Jobseekers Allowance, Housing Benefit, Disability Benefits or Carers Allowance.

We also offer a Community Partnership Fee for groups such as the NHS, emergency service workers, the armed services and others. Please enquire with reception to see if you are eligible.

Appropriate proof is required and we are unable to give refunds or concessions for previous appointments. We accept cash, cheques with a cheque guarantee card and all major credit cards except American Express.

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## **WHAT TO EXPECT FROM YOUR APPOINTMENT?**

### **What should I do on arrival at the clinic?**

Please report to a clinic receptionist who will register your arrival and take your payment before your consultation. We ask that all patients arrive 10 minutes early to allow for this.

*If you have not been collected by your student osteopath ten minutes after your appointment time, please notify a clinic receptionist.*

### **What should I do if I am running late?**

If you are running late please try and let us know. Where possible we do try to accommodate patients, who are late, but this is at the discretion of the tutors.

### **What will happen in the consultation?**

Your student will collect you from reception and take you to a consultation room. Once they have confirmed you are clear about the process and happy to proceed, they will take your case history, including your medical history. At this point, they will step out to discuss your case with their tutor. After this the student will return to examine you, having asked you to get undressed if you are comfortable to. Gowns are provided for your use.

After examining you, the student may step out of the room to speak to their tutor again. When they return, they should provide you with a working diagnosis of your symptoms and how osteopathy might be able to help. They should also explain to you the potential benefits of treatment, any potential risks of that treatment and any alternatives. You will be given time to consider your options and ask any questions you may have about the proposed care plan. If you are happy to proceed with treatment and there is adequate time, then the student may provide some treatment and advice at this stage, along with an idea of how long your recovery might be.

### **How long will the consultation last?**

If you are a new patient or it has been at least six months since your last consultation, your appointment will last approximately 1 hour 20 minutes. It is possible that some students may run a little over the allocated time, depending on the complexity of your case for example. The student should make you aware if they think they are likely to overrun but please do speak to your student if you have any concerns. Follow up appointments last approximately 30-40 minutes.

### **Why will I be asked about my medical history?**

All patients are asked about their medical history as this may be relevant to your presenting complaint. We also need to ask about people's medical history so that we can ensure patients are cared for appropriately and by a suitable health practitioner (see below).

### **What happens if you suggest I see my GP?**

Occasionally patients need to be referred to their GP and in this situation, we are happy to write a letter explaining why we feel this is necessary. This is normally only carried out with your permission.

### **What does an examination involve?**

As part of the examination, you may be asked to perform some movements and the student osteopath may then move different areas of your body to see how they are functioning. Depending on your individual case, additional tests may be performed such as taking your blood pressure or testing your reflexes.

Throughout the process the student responsible for your care will seek to involve you at each step and will ask for your consent to proceed when necessary. As you are central to the process, please do not hesitate to ask any questions, and if you are unsure of anything don't be afraid to ask for clarification.

### **What if I am uncomfortable undressing to my underwear?**

As part of evaluating your musculoskeletal system osteopaths normally ask their patients to undress so that they can identify potential problems, either locally where you may be experiencing pain, or elsewhere that might be contributing to your problem. If you do not feel comfortable undressing, then please let your student osteopath know. Gowns are also available if you would prefer to wear one.

### **Will I get treatment today?**

We always aim to provide treatment to patients where this is appropriate. Sometimes due to the complexity of a patient's case for example, this may not be possible on the day. In such circumstances, the student osteopath will discuss this with you.

### **What might Osteopathic treatment involve?**

Osteopathy tends to be a manual therapy. There are many different techniques and treatment types that osteopaths can use, and your student osteopath will discuss these with you. You may also be advised with regards to exercise, diet, posture and so on, as is relevant to your case. If you have any concerns about your treatment, please speak to your student osteopath or supervising tutor in the first instance. You can also contact the BSO Clinic for further advice if needed.

### **Will I see the same student and tutor for my next appointment?**

We make every effort to ensure that patients see the same student osteopath, but it will sometimes be necessary for you to be seen by a different student osteopath and/or tutor. This occurs at particular times when students may rotate into different clinics or when students have scheduled breaks.

### **Do you have any specialist clinics?**

In addition to our General Clinic we have a number of specialist clinics for particular patient groups, including those for children, people living with HIV/AIDS, expectant mothers and sports related injuries. Times for different clinics vary and our reception team will be happy to advise on these.

### **What should I do if I have any questions or concerns?**

If at any stage of your consultation you have any concerns or questions, please discuss them with your student osteopath, who will be happy to provide further information.

We always hope that your visit to us will have been helpful. However, if for any reason you are unhappy about any aspect of your consultation, please speak with your student osteopath or the clinic reception team who can then advise accordingly.

### **How can I provide feedback about my experiences at the UCO Clinic today?**

We welcome your feedback. You can leave comments on a feedback slip that is available at reception. There is also a box where these can be deposited. You can also call the clinic reception team on 020 7089 5360 or email [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk)

### **How do I make a complaint?**

We hope you will be satisfied with the care you receive, but if not then we would like to hear about it. If you have any concerns or issues you would like to raise, we would encourage you to speak with the staff who have been involved in your care, if you feel you are able to. This could be one of the student osteopaths, the clinic tutor or the BSO's clinic reception team. We will then initially try and resolve things informally.

If the situation cannot be satisfactorily resolved in this manner, or you feel that you would like to make a formal complaint, we will invite you to complete a complaints form. We will then investigate further and identify the next steps.

A full copy of our Patient Complaints Procedure can be found at:

[https://www.clinic.uco.ac.uk/sites/default/files/content/Document\\_files/Patient\\_Complaint\\_Policy\\_GeneralClinic\\_UCO\\_March2019\\_FINAL.pdf](https://www.clinic.uco.ac.uk/sites/default/files/content/Document_files/Patient_Complaint_Policy_GeneralClinic_UCO_March2019_FINAL.pdf)

You can obtain a Patient Complaint Form in the following ways:

- Ask the Clinic reception team, call 020 7089 5360 or email [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk)
- Download a copy from the UCO's website
- Write to Ian Sanderson, Patient Complaints Officer, The University College of Osteopathy, 275 Borough High Street, London SE1 1JE