

## Podiatry Treatment Charter

### You can expect from us that:

- All Podiatrists are registered with the Health and Care Professions Council (HCPC).
- All staff will maintain your dignity and privacy at all time.
- You will be treated with courtesy and respect by all members of the department.
- All your personal information will be treated confidentially at all times.
- Your foot problems/concerns will be treated to suit your individual podiatric needs.
- You will be consulted at all times regarding your individual treatment plan with clear concise advice.
- Students and learners work alongside qualified staff as part of the service will be identified to you so that you can give your consent to their involvement in your care.
- We will ensure safe systems of work and prevent transmission of infection by the decontamination of instruments by sterilization.
- Health promotion will be an integral part of your treatment plan.
- If you need to cancel an appointment, an alternative appointment will be offered as soon as possible.
- If you require an emergency appointment for infections/ulceration, we will offer you the first available appointment.
- We will inform you of the compliments and complaints procedures.

### We expect from you that:

- You will treat the podiatry staff with courtesy and respect.
- Arrive punctually for your appointments or you may not receive treatment that day.
- You will cancel as soon as possible any appointment that you cannot attend.
- You will co-operate with your clinician to maintain foot health, undertaking any self care activities advised between consultations.
- Podiatry treatments can be invasive, involving the use of sharp instruments, therefore you should anticipate the possibility of blood, wound fluid, and associated discomfort.
- To observe the right to choose whether or not you have students or learners participate in your care and treatment.
- You will recognize that some problems can be solved by advice alone; therefore you should not always expect hands on treatment at every consultation.

- Home visits should only be requested for patients who are housebound. It is important to appreciate most foot problems are dealt with more effectively in the clinical setting of a well-equipped surgery.
- To inform us of any changes to your personal details, medical history or medication.