



# CHEWS HEALTH

## Patient Information Leaflet

0161 8717391

[enquiries@chewshealth.co.uk](mailto:enquiries@chewshealth.co.uk)

Thank you for booking your appointment at Chews Health, we look forward to meeting you! Please take time to read the information below as it contains everything you need to know about your upcoming appointment. If you still have questions, please do not hesitate to get in touch!

### How to Find Us

The clinic is situated at Timperley Sports Club on Stockport Road, WA15 7LU. There is plenty of free parking on site. You'll find the clinic next to the car park.

If you require assistance getting from your car to the clinic, please let us know before your appointment so that the team can meet you on arrival.

Please take a seat in the reception area when you arrive; there may not be anyone to meet you on arrival as we do not have a receptionist but don't worry, our clinicians will be expecting you. Please help yourself to water and fruit.



### What to wear

When attending your appointment, be sure to choose loose and comfortable clothing like athletic wear or casual sportswear. Wearing loose fitting clothes like this will allow for the clinician to easily assess you and also allow for easy movement and flexibility during the session.

### Children and Teenagers

Patients aged 16 and under must be accompanied by an adult at their initial Assessment to comply with Chews Health's policy. In some instances children under 16 years of age may give their consent to treatment after their initial assessment provided that they can:

- UNDERSTAND the information being given to them
- RETAIN the information
- WEIGH UP the information in order to make a decision

A child who has the capacity to make their own decisions may be referred to as 'Gillick Competent'. If you consent to treatment, you can still at any time ask as many questions as you like and stop and refuse consent at any time.





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### Cancellations

Patients are expected to pre-pay in full the fee for their upcoming appointment. Bookings are only secured once payment has been received. If an appointment is missed or cancelled with less than 24 hours' notice, we reserve the right to retain the fee for that appointment.

### Chaperone

Chews Health is committed to providing a safe, inclusive and comfortable environment for all patients. All patients are entitled to have a chaperone present during any consultation. If you require a chaperone please let us know ahead of your appointment so we can arrange this. If you require an interpreter, please let us know on booking your appointment. Please note both interpreters and chaperones are recognised positions requiring specific training, these roles therefore cannot be a family member.

### What To Expect

Your therapist will take a detailed history which will include a number of questions about the nature of your injury, your medical history and what you'd like to achieve with your rehabilitation. It will also include a physical examination (you may be required to undress to facilitate this assessment). We have a gym onsite and your therapist may require you to complete some exercises during your assessment, with this in mind please ensure you wear appropriate clothing and footwear to allow for this.

Following your assessment, your clinician will work with you to formulate a rehabilitation plan to help you achieve your goals. If at any point during your appointment you do not feel happy with the treatment you are receiving then you are entitled to raise this during your appointment or see our complaints process on our website.

***WE LOOK FORWARD TO MEETING YOU!***

Please note we are a cashless clinic; we accept all major credit cards. If your appointment is subsidised by health insurance (AXA or WPA), please bring details to your appointment.

