

Facilities for Disabled

We can provide a ramp to allow access into the practice and all services are located on the ground floor. If you find our premises unsuitable for your disability we are able to provide a podiatry service in your own home.

Aftercare

We stock a range of quality, proven, medical grade footcare products. Just enquire at reception.

Payment

Our normal procedure is to ask for payment to be made at the end of each appointment (cash, debit or credit cards). Unfortunately we do not accept cheques as a method of payment. Invoices / receipts are available on request.

Opening Hours

Monday	9.30am — 8.00pm
Tuesday	8.30am — 6.00pm
Wednesday	8.30am — 8.00pm
Thursday	8.30am — 8.00pm
Friday	8.30am — 5.30pm
Saturday	8.30am — 1.00pm

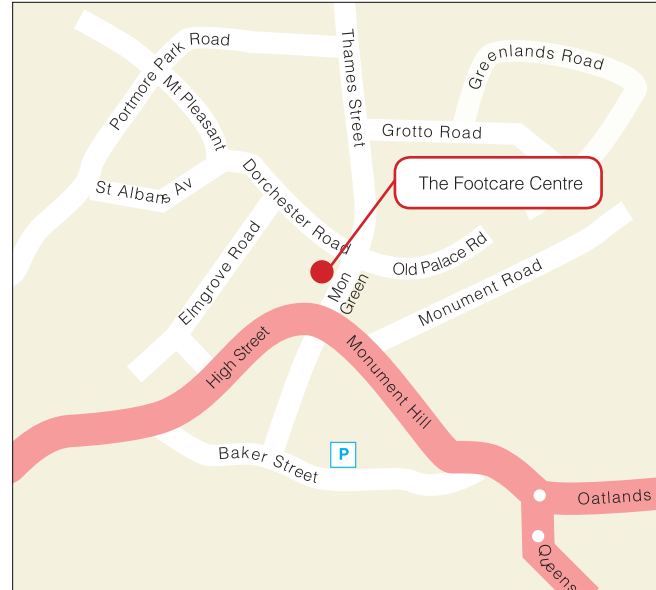


How to find us

From the M25 Junction 11 follow signs to Weybridge. The practice is located just past The Ship Hotel.

Weybridge is on the following major bus routes 51, 436, 461 & Peterbus 4.

Public Car Parking is available opposite the practice.



The Footcare Centre

8 Monument Green
Weybridge, Surrey
KT13 8QS

Tel / Fax: 01932 849373

E-Mail: weybridge@thefootcarecentre.co.uk

Website: www.thefootcarecentre.co.uk



"The **care, professionalism** and **time** that your feet deserve"

Practice
Leaflet



A Society of
Chiropractors
& Podiatrists
Accredited
Practice



MEMBER OF THE FEDERATION
OF SMALL BUSINESSES

Care Pathway

Our friendly staff aim to deliver a seamless care pathway to enable joined up working within the wider healthcare environment. We will endeavour to book your repeat appointments with the same practitioner to ensure continuity of care.

Professionalism

As an 'accredited practice' with the Society of Chiropractors and Podiatrists we provide assurances to our new patients of our professional standpoint on quality. All our podiatry team are registered with the Health Professions Council and carry Honours Degrees in Podiatry.

Times to suit you

We are able to offer daily appointments, including evenings, early mornings and Saturdays. Our helpful reception team will be pleased to assist or use our 'ring back service via our website'.

Accessing our Clinic

No referral is necessary to access the practice. You may be referred to us by another medical practitioner, though this does not have to be the case since you can of course self-refer to us if you prefer. Podiatrists are primary healthcare practitioners and are able to assess and diagnose autonomously.

There are a number of podiatrists who work from the surgery offering a wealth of experience within the practice.

Foot Care

Our aim is to ensure total foot health for you and your family, achieved by means of preventative, routine and corrective treatments.

Specialised Services

As well as traditional chiropody care of nail and skin conditions we also specialise in:

- Cryosurgery (freezing) for verrucae
- Gait Analysis/Biomechanics
- Insole appliances and Orthoses
- Nail Surgery
- Electrosurgery
- Low Level Laser Therapy
- Foot Surgery Consultations
- Wider fitting / comfort shoe sales and advice

See our other information leaflets for more details.

Treatment Charges and Your Needs

Your first visit to us will involve an assessment of your medical history, foot health needs and your current condition or foot problem.

Your individual needs will be discussed with you at your first consultation and a treatment plan agreed, with an estimate of costs, timescales and appointments.

Initial treatment will be given but if you have a complicated problem or require detailed assessment, you will be booked for further treatment as soon as possible.

Home Visits

We are able to arrange a convenient time for you to have one of our podiatrists come to visit you at home. Ask our reception team for details of our domiciliary service.

Emergency Service

If you have a genuine emergency and you call during surgery hours we will endeavour to see you as soon as possible, usually within 24 hours.

Appointments

Appointments may be made by telephoning the surgery, calling in by person, by using our callback service available on our website or by sending us an e-mail.

Whilst we endeavour to see patients as close to their appointed time as possible, the individual care we provide means that on occasions there may be a wait. We assure you that this does not reduce the time of your own appointment when you are seen. If possible we would suggest that patients incorporate some additional time in their schedule to allow for this eventuality.

Late cancellation or failure to attend an appointment will be levied the full appointment fee. We respectfully ask you to give us a minimum of 24-hours if you are unable to attend an appointment as there may be a patient in need of an appointment.

Our Standards

We take care to ensure that our procedures to prevent cross-infection are high and in-line with recommended guidelines. Part of the time allotted for your appointment is to allow for this 'turn-around' between patients.

Feedback or Complaints

We value our patients' feedback to us and we encourage you to use our comments book in the waiting room. If you wish to make a complaint about any aspect of our service then in the first instance discuss this with your podiatrist, or if you wish to make a formal written complaint you can make this to the Practice Manager. Patients are randomly selected to complete a satisfaction survey and details published on our website each year.