



Leigham Practice

Practice Registration Form

Name: Mr. Mrs. Miss. Ms. Dr. _____

Address: _____

_____ Postcode: _____

Daytime Tel: _____ Evening Tel: _____ Mobile: _____

Email Address: _____

Date of Birth: _____ Occupation: _____

GP Name and Address: _____

Healthcare Insurer: _____

How did you find our practice?

Walking by passed by / live local

Existing Patient Which therapy did you initially come to us for? _____

Recommended Could you tell us whom, as we like to say 'Thanks' _____

Phone Book Yellow Pages Thomson local

Internet Yell.com Google Yahoo Other Search engine _____

Can you remember the search words? _____

Other _____
How did you find us?

Please describe your problem/s in your own words _____

What would you like us to be able to achieve for you? _____



Leigham Practice

Client Agreement

Welcome to our practice. When new people join we think it's important to explain how we work so that you understand what we expect from you and what you can expect from us.

1) We try hard to keep to time.

We appreciate that your time is important. We try very hard to run to time. If we do run late it is usually only by a few minutes, and if this ever happens we always give you the time that you need.

2) Please keep to time.

Like yours, our time, and the time of our other clients, is important. If you are running late we will always give you the remaining treatment time of your session whenever possible.

3) All appointments missed, cancelled or altered with less than 24hrs notice for all reasons are charged in full.

This includes when lateness means it is not possible to provide any treatment and bookings made on the same day, but subsequently altered or missed.

When we make a booking we reserve a period of time for you that no one else can take. As a medical practice we care for people who are by definition 'unwell' and therefore much more likely to miss appointments because of sudden illness. There are many other reasons why people may genuinely need to miss their appointment, but we have this policy, in common with other healthcare providers, to protect the livelihoods of our therapists who do not get paid when appointments are missed. We ask you to graciously show your consideration to our team should ill health or other misfortune affect your ability to keep your appointment.

4) We communicate with your GP.

As the head of your primary healthcare we normally communicate with your GP. If you do not wish for us to do so please let our team know.

5) We will send you confirmations and reminders by text and email.

You should check that your booking is correct. Please update us of any changes.

6) We will tell you about other services.

We always respect our client's wishes to have communications kept to a minimum.

7) We say 'Thank you' when people recommend us.

We know that people only recommend their friends and family to us because they trust we will do an exceptionally good job, but we do like to show our appreciation when our clients think of us and review or recommend people to us by sending a voucher.

8) Please follow the Treatment Plan.

Our team will help you achieve your goals and restore health as quickly as possible, but you must be prepared to follow advice regarding treatment, otherwise you will not make progress.

Signed: _____ Date: _____