



THE BRITISH SCHOOL  
OF OSTEOPATHY

## PATIENT INFORMATION SHEET

### **Welcome to the British School of Osteopathy (BSO).**

This information sheet will give you an overview of what you can expect from your clinical appointment and consultation here at the BSO. 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 BSO 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.

### **General Clinic**

Opening Times are: 08:00 - 18:30 Monday to Friday

Appointment Times are: 08:40 -12:20 & 13:40 -17:20 Monday to Friday

### **Making, changing or cancelling an appointment:**

By phone: 020 7089 5360 or 020 7407 0222

By email: [clinicappointments@bso.ac.uk](mailto:clinicappointments@bso.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.

**Do try to give at least 24 hours notice if you are calling to change or cancel an appointment. This will allow us to offer the appointment to someone else.**

### **Appointments**

If you are a new patient or it has been at least 6 months since your last consultation, your appointment will last approximately 1 hour 20 minutes. The consultation and where appropriate, your treatment, will be performed by student osteopaths under the guidance of qualified osteopaths.

Follow up appointments last approximately 30mins-40mins.

### **Specialist clinics**

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.

### **How to pay and reduced 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 or Disability Benefits,.

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.

### **On arrival**

Please allow time to report to a clinic receptionist who will register your arrival and take your payment, before your consultation.

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

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 TO EXPECT IN YOUR OSTEOPATHIC APPOINTMENT**

As the BSO is a training establishment your treatment will be carried out by senior students and supervised by tutors who are fully qualified osteopaths. 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.

Throughout the process the students and tutors 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.

### **Consultation with a student/tutor of the same gender**

If you would like to see a student or tutor of the same gender (sex) you should ask at reception when you make your appointment. You should also remind the reception team when you book in and tell your student osteopath. The BSO respects that certain patients may have a preference but this may not always be possible to accommodate with tutors, especially at short notice. If there is not a tutor of the same gender to examine you (if required) then you may need to return on another date, when one is.

### **Case history**

Your student osteopath will take a full case history which will include your medical history and current general health along with your presenting complaint.

### **Patient examination**

For the purpose of examination you will be asked to undress to your underwear if you are happy to. This allows the student osteopath to examine you globally and consider the relevance of different parts of the body to your presenting problem. Gowns are available if you would prefer to wear one. If you do not feel comfortable undressing then please let your student osteopath know.

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.

### **Evaluation**

Once the student osteopath has completed the examination and spoken with their tutor, they will then let you know what they think is causing the problem and discuss possible treatments with you. This will include the treatment options available and their effects, the type of treatment recommended and the aims of the treatment.

Occasionally patients need to be referred to their GP for further investigation or care and in this situation we are happy to write a letter as to why we feel this is necessary. This is normally only carried out with your permission.

### **Osteopathic treatment**

There are many different techniques and treatment types that osteopaths can use and your student osteopath will discuss these with you. You may be advised with regards to exercises, diet, work posture etc, as is relevant to your case. If you have any concerns after your treatment please raise them at your next appointment or contact the BSO Clinic for further advice.

### **How we use the information that you share with us**

We use the information you share with us to enable student osteopaths and their tutors to make effective decisions with you about your care. We also use your information in other ways. Please refer to the leaflet *Confidentiality, Consent and the Use of Data* available in reception for more information.

### **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.