

Wibsey Osteopathic Clinic

Our aim is to deliver the best possible service to all our patients. We fully appreciate many of you will have busy schedules, so we have appointments to try and facilitate this. It is, therefore, essential for us to operate an efficient appointment system. This ensures patients do not experience longer than necessary waiting times.

Appointments – Terms and Conditions

- Each new patient who has not attended the practice before requires an initial appointment of 30 minutes and to register with the clinic. (45 minutes if seeing Judy Cradock).
- Patients who are registered with the clinic and have already attended their initial appointment will require a follow up appointment or a regular patient appointment of 30 minutes. (45 minutes if seeing Judy Cradock).
- All appointments can be booked with reception staff, over the telephone or directly with your Osteopath in the event of no reception cover.
- The fee of £40 is due after each appointment.
- We accept all major debit and credit cards, cash and cheques (payable to Wibsey Osteopathic Clinic).
- We will ask if you have a mobile number that we can take and will text you the morning of your appointment with an appointment reminder.
- You may cancel or reschedule your appointment up to 24 hours before your appointment time. You can do this over the phone (leaving a voicemail when the clinic is closed) or via email.
- Please let us know as soon as possible if you cannot attend your appointment. This means that we can offer your appointment to patients on our cancellation list.

Late Appointments/Cancellations and No Shows

- If you are more than 10 minutes late for your appointment you may not be seen. If you are late, we cannot offer you the full 30 minute (or 45 minute) session. You can reschedule your appointment for another date

and time. This ensures the efficient running of the appointments for all patients at the clinic.

- If we are running late for your appointment, you will receive a courtesy call or text to advise. You will still have your full appointment time with the Osteopath.
- If you cancel your appointment less than 24 hours before, we may charge a late cancellation fee of £40.
- If you do not cancel your appointment and you do not arrive for your appointment, we may charge you the full appointment fee of £40.
- If you do not attend your appointment, without cancelling, on more than 1 occasion, you will be asked to pay for your appointment in advance.
- Patients who repeatedly do not attend their appointments may be discharged from the clinic.