

Further Information, Consent and Cancellation

What to expect

During the first treatment, you will be asked about your main complaint(s) as well as specific information about your general lifestyle and health, for example sleep, diet, work etc. I will also take your pulse which I take on both wrists and look at your tongue. Both provide me with valuable insights into your health and help me to tailor the treatment to you. You will also receive treatment in this first session. Most commonly needles go between hand and elbow and feet and knees so please wear loose comfortable clothing that will allow easy access to these areas if possible.

Needles single-use, sterile and are very, very fine. Sometimes people can feel a little apprehensive about the thought of needles. That's ok – we will only go at your pace and what you feel comfortable with. At all times you are in complete control of your treatment. My number one priority is for you to feel comfortable.

After treatment

Sometimes, after treatment, there can be a little bruising at the site of the needle (apparently nationally 6% of people who have 10 acupuncture treatments report a bruise). It's possible, after treatment you may feel tired. It's always a good idea to rest if possible after treatment and enjoy the effects of the treatment. If you can avoid it, don't rush off to work immediately after for example. Try to keep the site of the needle clean immediately after treatment.

If you ever have any questions or concerns before or after treatment, you are always welcome to contact me.

Confidentiality and safeguarding

As an acupuncture patient, you have the right to be informed about:

1. Your diagnosis and treatment as I diagnose it, according to Chinese medicine.
2. The likely number of treatments and prognosis

So please ask if you have any questions. It can be difficult to predict the number of treatments: acupuncture is tailored to you as an individual and so response rates are also very individualised,

however, I will never ask you to commit to a certain number of treatments and you will never be asked to pay for a course of treatments up front. It will only ever be pay-as-you-go.

Your notes will remain confidential, I won't discuss any aspect of you or your treatment with anyone.

The only exception is if there is a criminal or safeguarding issue, in which case I have a legal obligation if asked to provide information to the relevant authorities, i.e. the Police.

Cancellation Policy

I appreciate that at the time of booking no one expects to have to cancel an appointment and unforeseen circumstances do sometimes occur, however, I have a 24-hour cancellation policy. If an appointment is cancelled within 24 hours (excluding Sundays and Bank holidays), or should you for any reason fail to attend your appointment, you will be charged the full rate.

Jonathan Pledger