

[Emma J Lee Foot Care](#): Terms, Conditions, Policies & Disclaimer

Welcome to **Emma J Lee Foot Care**. By booking an appointment with me, you agree to the following terms, conditions, and disclaimers. These policies help me run an efficient mobile service, protect patient privacy, and ensure the highest clinical standards of care for all my clients.

Part 1: Terms & Conditions Summary

1. Bookings & Home Visits

- **Mobile Service:** I provide treatments in the comfort of your own home. Please ensure a safe, clean, and well-lit space is available for your treatment.
- **First Appointment:** Your initial visit will include a full foot health assessment and medical history consultation alongside your treatment.
- **Footwear Check:** Please have a selection of your everyday shoes (including slippers and walking shoes) available during your initial assessment so I can check them for fit and wear pattern.

2. Cancellations & Rescheduling

- **Notice Required:** If you need to cancel or reschedule, please give at least **24 hours' notice** by calling or texting **07816023015**.
- **Late Cancellations:** Cancellations made with less than 24 hours' notice, or missed appointments where I arrive at your home and you are not available, may incur a **50% missed-appointment fee**.

3. Medical Disclosure & High-Risk Patients

- **Honest Information:** You must disclose all relevant medical conditions, allergies, and medications before your treatment begins.
- **High-Risk Status:** If you have diabetes, peripheral arterial disease (poor circulation), neuropathy (loss of sensation), or take blood thinners, you must inform me prior to booking. While I regularly care

for high-risk feet, certain advanced complications must be managed under strict NHS multi-disciplinary or specialist podiatry pathways.

4. Fees & Payments

- **Payment Due:** Payment is due immediately upon completion of your treatment.
- **Accepted Methods:** I accept **debit/credit card payments** via a mobile machine, cash, or direct bank transfers.
- **Pricing Changes:** Current prices are clearly stated on my website. Any future price adjustments will be communicated to you before booking.

5. Privacy & Data Protection

- **Clinical Records:** As a registered practitioner with **The Alliance**, I am legally required to keep accurate medical and treatment records.
 - **Confidentiality:** All personal data and clinical notes are held securely, treated with strict medical confidentiality, and never shared with third parties without your explicit consent (unless required by law).
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Part 2: Clinical Disclaimer & Scope of Practice

1. Scope of Practice

- **Routine Care Only:** As a Foot Health Practitioner (FHP), my scope of practice includes the assessment and treatment of everyday conditions such as nail trimming, thinning fungal nails, corn removal, callus reduction, cracked heels, and verruca management.
- **Complex Conditions:** I do not perform bone surgery, complex biomechanical surgeries, or deep invasive surgical procedures.

2. Clinical Referrals & Right to Refuse

- **Patient Safety First:** If during an assessment I identify a condition that falls outside my professional scope of practice, or is deemed medically unsafe to treat in a home environment, I reserve the right to decline or halt treatment.
 - **Next Steps:** In these circumstances, I will provide professional guidance and refer you directly to your GP, the NHS podiatry team, or a specialist Podiatric Surgeon.
 - **Outcomes:** Individual responses to foot care vary based on underlying health, circulation, and home aftercare. Specific therapeutic outcomes cannot be legally guaranteed.
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Part 3: Our Complaints Procedure

I value your feedback and use it to continuously improve my service. If you are unhappy with a treatment, the service you received, or any aspect of your experience, please let me know so I can put it right as quickly as possible.

Step 1: Informal Resolution (Fastest Option)

Most issues can be resolved quickly through an informal conversation.

- **What to do:** Please contact me directly by phone or text on **07816023015**, or via email as soon as possible, ideally within **7 days** of your treatment.
- **My commitment:** I will listen to your concerns, review the issue, and aim to provide an immediate solution. This may include home-care advice, a complimentary follow-up visit, or corrective treatment at no extra cost to you.

Step 2: Formal Written Complaint

If we cannot reach an informal resolution, or if you feel the matter is more serious, you can submit a formal complaint.

- **What to do:** Please send your complaint in writing via email to **contact@emmajleefootcare.co.uk**.
- **What to include:** To help me investigate fully, please provide your name, the date of your treatment, a detailed description of the issue, and your desired outcome.
- **My commitment:**
 - I will acknowledge your email within **3 working days**.
 - I will review your treatment records, clinical notes, and any photographs taken during your appointment.
 - I will send you a full written response and decision within **14 working days**.

Step 3: Independent Escalation

If you are still not satisfied with my final written response, you have the right to escalate the matter independently.

- **Professional Body:** You can contact my professional registering body, **The Alliance**, who can provide independent advice.
- **Mediation:** They can offer an impartial review of the situation to help us reach a fair conclusion.

Submit Feedback Online

If you prefer, you can copy the template below, fill in your details, and email it directly to **contact@emmajleefootcare.co.uk**:

- **Patient Name:**
 - **Date of Treatment:**
 - **Details of the Issue:**
 - **How has this affected you?**
 - **What would you like me to do to resolve this?**
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