



Dear Patient,

If you are new to our clinic please ensure you have read all the attached patient information prior to your appointment. It is essential you have read and understood the information before you receive treatment at the clinic. Please see writing in red to know what you need to look at. Should you have any questions regarding the information below please contact the clinic on Chester 01244 371820 or Oswestry 07834738101.

This document contains;

PG 1	Practice addresses
PG 2 - 5	Privacy statement ALL NEW AND EXISTING PATIENS TO READ
PG 6	Adult Osteopathic treatment information form NEW ADULT PATIENTS
PG 7 – 8	Child Osteopathic treatment information form NEW CHILD PARENT/GARDIAN
PG 9	Acupuncture additional information ANY PT RECEIVING ACUPUNCTURE

Existing patients at the clinic may find the below information useful if you are attending a practitioner at a different location or if you wish to review our data protection privacy statement.

Here are the addresses and links for the location of each practice.

99 Cheyney road
Chester
CH1 4BS
<https://goo.gl/maps/WoLbpxhuSrB2>

The Caxton GP surgery
Oswald Road
Oswestry
Sy11 1RD
<https://goo.gl/maps/2KwQFt6FDUx>

The Shippon
Weston Farm
Weston Lane
Oswestry
SY10 9ER
<https://goo.gl/maps/rtmy9EnJeDK2>

GDPR PRIVACY NOTICE

Scope

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

1 - Your Practice The Osteopathic Health Centre, based at 99 Cheyney Road, Chester CH1 4BS/The Caxton GP surgery Oswestry/Weston Lane, Oswestry Sy10 9ER, which hereafter for the purposes of this Privacy Notice will be referred to as the Osteopaths, is pleased to provide the following information:

2 - Who we are

The Osteopaths diagnose and treat health conditions. Treatments are carried out in accordance with the Institute of Osteopathy's patient charter

<http://www.iosteopathy.org/osteopathy/the-patient-charter/>. **The practice may also provide other treatments, about which our staff will be pleased to provide more details.**

3 - Personal Data

a) For the purposes of providing treatment, Osteopaths may require detailed medical information. We will only collect what is relevant and necessary for your treatment. When you visit our practice, we will make notes which may include details concerning your medication, treatment and other issues affecting your health. This data is always held securely, is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow Osteopaths to document and process your personal medical data. Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment.

b) For marketing purposes, the Osteopaths may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing information to you which the practice believes may be of interest to you.

c) In making initial contact with the practice you consent to Osteopaths maintaining a marketing dialogue with you until you either opt out (which you can do at any time) or we decide to desist in promoting our services. Osteopaths may occasionally also act on behalf of its patients in the capacity of data processor, when we may promote other practitioners based at our premises, who may not be employed by us. Osteopaths do not broker your data and you can ask to be removed from our marketing database by emailing or phoning the practice using the contact details provided at the end of this Privacy Notice.

d) Some basic personal data may be collected about you from the marketing forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses.

e) Osteopaths' website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. WordPress.org uses cookies to help Osteopaths to identify and track visitors and their website access preferences. Osteopaths' website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Osteopaths' website.

f) Osteopaths will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

4 - Legal basis for processing any personal data

To meet our contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

5 - Legitimate interests pursued by Osteopaths

To promote treatments for patients with all types of health problems indicated for osteopathic care.

6 – Consent

Through agreeing to this privacy notice you are consenting to Osteopaths processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

7 – Disclosure

Osteopaths will keep your personal information safe and secure, only staff engaged in providing your treatment will have access to your patient records, although our administration team will have access to your contact details so that they can make appointments and manage your account. Osteopaths will not disclose your Personal Information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. The practice may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of its staff.

8 - Retention Policy

Osteopaths will process personal data during the duration of any treatment and will continue to store only the personal data needed for eight years after the contract has expired to meet any legal obligations. After eight years all personal data will be deleted, unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details. Records concerning minors who have received treatment will be retained until the child has reached the age of 25.

9 - Data storage

All Data is held in the United Kingdom. Osteopaths does not store personal data outside the EEA.

10 - Your rights as a data subject

At any point whilst Osteopaths are in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organization.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that Osteopaths refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request Osteopaths can confirm what information it holds about you and how it is processed.

11 - You can request the following information:

- Identity and the contact details of the person or organization (Osteopaths) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Osteopaths and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

12 - To access what personal data is held, identification will be required

Osteopaths will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving license, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Osteopaths is dissatisfied with the quality,

further information may be sought before personal data can be released. All requests should be made to admin@chesterohc.co.uk or by phoning 01244 371820 / 07834738101 or writing to us at the address further below.

13 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Osteopaths you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

Samantha Leopold

The Osteopathic Health Centre

admin@chesterohc.co.uk

01244 371820

ICO

Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>

Adult consent form.

PLEASE READ BEFORE SIGNING THE CONSENT FORM

- Your consultation will be conducted by a fully qualified and insured Osteopath/Acupuncturist, registered with the General Osteopathic Council and the British Medical Acupuncture Society.
All our Acupuncturists are qualified Osteopaths.
- The Osteopath/Acupuncturist will need to ask you about your current complaint as well as your general health, past medical history and any medication you may be taking. These questions may not seem relevant to your condition but may have a bearing on what may or may not be suitable with regards to your treatment.
- The Osteopath will need to use their hands to assess the muscles and joints. They will explain the process to you throughout the examination and treatment. If you are at all unhappy with anything they do or say or, don't understand why a certain area needs to be examined, then please don't hesitate to ask the Osteopath to stop and explain more fully.
- You may be asked to undress down to your underwear so the Osteopath can examine the area that hurts as well as other related areas which may be involved in causing your problem, despite the fact it might not be an area that directly causes pain.
- You are welcome to bring a chaperone into the treatment room with you and shorts can be worn or provided on request.
- You may be asked to perform simple movements to help the Osteopath understand and assess your condition. You will then be asked to lie on the treatment table so the Osteopath can feel the muscles and joints. It may be necessary to take your blood pressure, test reflexes and muscle strength.
- The Osteopath will make a diagnosis and discuss it with you. They will explain the treatment plan, prognosis and number of sessions it should take to resolve your problem. You may also be given advice and exercises to support your treatment at home.
- In most cases some treatment will be given at the consultation session, however, in rare cases osteopathy may not be suitable for your complaint, and this will be explained to you with advice on how to seek more appropriate help. In some cases the problem may be complex and require more detailed examination to reach a diagnosis leaving insufficient time to provide treatment at the first session.
- You may feel uncomfortable, tired or have a headache for the first 24 hours or so after the treatment. This is normal, however, if you are at all concerned please contact the clinic and ask to speak to one of our team.
- It is best to avoid exercise or physical activity following a treatment as you are more prone to injury. If you need to return to a physical job immediately after treatment please inform your Osteopath who may be able to advise how to minimize the risk.
- It may be necessary for the Osteopath to inform your GP about areas of your health or to access elements of your medical history or test results. Please note that by signing the consent form you are not consenting to allow us to contact your GP, this requires specific consent and will be explained to you in advance.

Children's Information Sheet

PLEASE READ BEFORE SIGNING THE CONSENT FORM

- A fully qualified, registered and insured Osteopath will conduct your child's consultation. The Osteopath will ask some detailed questions about your child's complaints. It is important that we know about your pregnancy and child's birth in addition to details about their general health, medical history and medications. If there are any subjects that you do not wish to discuss in front of your child please inform the Osteopath in advance. You may want to write down any sensitive information to give to the Osteopath. Please ask for a pen and paper if required.
- In order to examine your child's posture and areas of potential dysfunction, you may be asked to removed your child's clothing down to underwear. Osteopaths aim to identify the root cause of a problem and therefore we may need to examine areas of the body that may not seem directly related. Please feel free to ask if you have any questions.
- Please note that children under the age of 16 or those not able to understand or consent to treatment themselves will be required to have an adult present. By law only the parents/legal guardians are allowed to consent to treatment of a child under the age of 16. Please discuss this with the Osteopath if there is a problem.
- If appropriate, your child may be asked to perform simple movements to help the Osteopath understand and assess their condition. Babies will have their muscle tone and basic reflexes assessed. The Osteopath will need to use their hands to examine for tension within the body.
- Treatment doesn't hurt the child. Sometimes children may become upset at the 'newness' of the situation. We try to use play as an assessment tool as much as possible to put the child at ease.
- As a parent it is helpful if you can try to keep your child calm. Reading stories, chatting and playing on the treatment couch during the treatment are fine. Sometimes children will be asked to lie down or babies can be held and fed

if necessary during the treatment.

- Please do not hesitate to ask the Osteopath to stop the treatment and explain anything he/she says or does during the appointment.
- The Osteopath will make a diagnosis, which will be discussed with you. After treatment, advice will be given regarding your child's condition.
- Feeling sleepy or a bit grumpy is normal after treatment. Please feel free to contact the Osteopath if you are at all concerned.
- On occasions it may be useful to liaise with your child's GP to gain information on investigations and tests, to do this we will require consent. Please note that by signing the consent form you are not consenting to allow us to contact the GP, this requires specific consent and will be explained to you in advance.

ADDITIONAL INFORMATION: ACUPUNCTURE

What is Acupuncture?

Acupuncture is a form of therapy in which fine needles are inserted into specific areas on the body to stimulate the nerves in the skin, muscle and other tissues. Acupuncture is commonly used for pain relief.

Your Osteopath may offer to use Acupuncture alongside or instead of manual treatment, where appropriate. Your Osteopath will check with you, at every appointment that you are still happy to proceed with treatment.

Is Acupuncture Safe?

Acupuncture is generally very safe. Serious side effects are very rare – less than 1 per 10,000 treatments.

Does Acupuncture have side effects?

You need to be aware that:

- Drowsiness occurs after treatment in a small number of patients, and if affected, you are advised not to drive;
- Minor bleeding or bruising occurs after Acupuncture in about 3% of treatments;
- Pain during treatment occurs in about 1% of treatments;
- Existing symptoms can get worse after treatment (less than 3% of patients). You should tell your Osteopath about this, but it is usually a good sign;
- Fainting can occur in certain patients, particularly at the first treatment.

In addition, if there are particular risks that apply in your case, your Osteopath will discuss these with you.