

Stephen Perry
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TERMS AND CONDITIONS

Our Commitment to Personal Service

- We will treat you with respect and courtesy.
- We will listen to you.
- We will prescribe the most appropriate treatment plan for you.
- We will make every effort to keep to time for your appointment.
- We will apologise and make amends if we don't perform as we promise.

We Promise

- We will not embark on a treatment unless we anticipate a positive outcome.
- Any decisions about your treatment and our expectations of the extent of benefit gained, will be discussed with you, before treatment starts.

What we ask of you

- We ask that you attend your appointment in good time and accept that should you arrive too late for us to be able to complete the planned treatment, we will reschedule your appointment, to avoid disruption to following patients.
- We ask that you settle your account with us after your appointment, or on receipt of our invoice.
- Payment can be made by cash or credit/debit card or via your private medical insurer.
- Should you need to change your appointment, we ask that you give 24 hours' notice to enable the slot to be offered to another patient, and that you understand a fee may be charged if you fail to keep your appointment with us, without sufficient notice.
- We ask you to tell us if there is something that upsets you. That way we have a chance to put it right.
- We ask that if you are happy with our service, please recommend us to a family member, friend or colleague, and if you wish to do so, leave a Google review.