



## Frequently Asked Questions (FAQs)

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### Who is this service for?

"Anyone experiencing pain, recovering from an injury, or looking to optimise their movement and prevent future issues. Whether you're an athlete aiming to improve performance, an active individual staying injury-free, or an older adult seeking relief from sore feet, our services are tailored to meet your needs."

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### Do I need a referral to book an appointment?

"No, you don't need a referral to see us. However, some insurance providers may require a referral first. Please check with your insurer to confirm."

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### What conditions do you treat?

"We treat a wide range of foot and lower limb issues, including:

- Heel pain and plantar fasciitis
- Bunions and forefoot pain
- Ankle injuries
- Sports-related injuries
- Mobility issues for older adults

A full list of conditions we treat will be available in another section. If you're unsure whether we can help, feel free to contact us for advice."

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### What happens during the first appointment?

"Your initial consultation includes:

- A detailed discussion of your medical history and current concerns.
- A thorough biomechanical assessment of your movement patterns, strength, and flexibility.
- A personalised treatment plan tailored to your goals.

This session typically lasts about 60 minutes."

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### What should I bring to my appointment?

"Please bring:

- Comfortable clothing suitable for assessment.
  - Any shoes you regularly wear, including for work, exercise, or other activities.
  - Any relevant medical reports or orthotics you're currently using."
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### What treatments do you offer?

"We provide a wide range of services, including:

- Advanced gait analysis
- Custom orthotics (semi-bespoke and fully customised)
- Rehabilitation exercises
- Injury management and recovery
- Soft tissue massage
- Acupuncture
- Joint mobilisations
- Taping
- Footwear advice

Each plan is tailored to your unique needs."

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### How soon will I see results?

"Many patients notice improvements after their first session. However, the timeline depends on the nature of your condition and the treatment plan. Consistency and follow-up care are key to achieving the best outcomes."

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### Do you accept insurance?

"Yes, we accept most major insurance providers. Some insurers may require a referral first, so please check with your provider or contact us for more details on how we can assist with claims."

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### What are your fees?

"Our fees vary based on the service you require:

- Biomechanical/Advanced Gait Analysis: £150
- Semi-Bespoke Insoles: £225
- Fully Customised Insoles: £380

For a full breakdown, visit our pricing page or contact us."

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**How often will I need to attend appointments?**

"The number of appointments depends on your condition and goals. Some patients benefit from one or two sessions, while others require ongoing care for long-term results."

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**What is your cancellation policy?**

"We kindly ask for at least 24 hours' notice if you need to cancel or reschedule. Late cancellations may incur a fee."

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**What if my pain doesn't improve?**

"If your condition doesn't improve as expected, we'll reassess your situation and adjust your treatment plan. Your progress is our priority, and we'll work with you to achieve the best possible outcome."

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**Do you offer ongoing support?**

"Yes, we provide regular follow-ups to monitor your progress, adjust treatments, and offer guidance for maintaining long-term results."

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**Can you help with sports injuries?**

"Absolutely. We specialise in diagnosing and treating sports injuries, helping athletes recover faster and return to their activities stronger and more resilient."

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