

Consent and terms and conditions

Consent to Assessment & Treatment

Jake Mulley Physiotherapy will not begin any form of assessment or treatment without your consent.

Consent may be given verbally or, where appropriate, in written form. Every effort is made to ensure that patients fully understand:

- The assessment process
- Clinical findings and diagnosis
- Recommended treatment options
- Potential benefits and limitations of treatment
- Any associated risks relevant to assessment or rehabilitation

Patients are encouraged to ask questions at any stage if further clarification or information is required.

Jake Mulley Physiotherapy also asks patients to disclose any relevant medical history, symptoms, medications, injuries, or other factors that may affect assessment, diagnosis, rehabilitation, or treatment safety.

For in-person appointments:

Jake Mulley Physiotherapy provides in-person physiotherapy assessment and treatment within a clinical environment.

Patients understand that:

- Assessment may require observation and examination of the affected area.
- Suitable clothing may be required to allow accurate assessment.
- Treatment may include:
 - Exercise rehabilitation
 - Movement assessment
 - Manual therapy
 - Soft tissue techniques
 - Education and advice
 - Taping or adjunctive therapies where appropriate

Patients are encouraged to communicate any discomfort or concerns during assessment or treatment.

Chaperones may be requested at any stage.

For online appointments:

Jake Mulley Physiotherapy provides online physiotherapy consultations via secure video communication platforms.

Patients acknowledge and understand that:

- Online physiotherapy has limitations compared with face-to-face assessment.
- Certain physical tests, palpation, and hands-on techniques cannot be performed remotely.
- Clinical advice and rehabilitation plans are based on the information provided and observable movement assessment.
- Patients are responsible for ensuring they have:
 - A safe environment
 - Adequate space to move
 - Appropriate clothing for assessment
 - Stable internet connection

Patients understand that online physiotherapy may not be appropriate for all conditions and that onward referral for in-person assessment, imaging, or emergency medical care may occasionally be recommended.

Disclosure of Information

By signing this form, patients confirm that all information provided is accurate and complete to the best of their knowledge.

Failure to disclose relevant medical information, injuries, symptoms, or health conditions may affect the safety or effectiveness of treatment and may limit clinical decision-making.

Data Protection & Confidentiality

Jake Mulley Physiotherapy stores patient records securely in accordance with:

- UK GDPR
- Data Protection Act (2018)
- HCPC and CSP professional standards

Clinical notes and personal information are securely stored. Patient information remains confidential unless disclosure is required for legal, safeguarding, or professional obligations.

Payments & Cancellation Policy

Patients acknowledge and agree that:

- Payment may be required in advance or on the day of the appointment.
- Appointments cancelled with less than 24 hours notice may be charged in full.
- Missed appointments (DNA) will be charged at the full appointment fee.
- Ongoing services may be suspended if outstanding payments remain unpaid.

Referrals & Further Investigation

Where clinically appropriate, your physiotherapist may recommend or refer patients for:

- Imaging
- GP review
- Consultant review
- Other healthcare services

Any third-party services will operate under their own terms and conditions.

Service Terms & Conditions:

Discovery Call:

- Complimentary 15-minute consultation.
- Designed to determine suitability for online physiotherapy.
- Does not constitute a full clinical assessment, diagnosis or treatment.
- No obligation to proceed with paid services.

Initial Assessment:

- One 30-minute online consultation.
- Includes assessment, clinical reasoning, diagnosis (where appropriate), rehabilitation plan and exercise prescription.
- Exercise programme provided electronically following the consultation.
- Payment required at the time of booking.

Follow-Up Consultation:

- One 30-minute consultation.
- Includes reassessment, exercise progression and ongoing management.
- Payment required at the time of booking.

Monthly Subscription:

The subscription is designed for players requiring ongoing support and includes:

- Scheduled monthly (or agreed) review consultations.
- Weekly monitoring questionnaire.
- Exercise programme updates throughout the month.
- WhatsApp support during normal working hours.
- Video analysis where clinically appropriate.
- Liaison with club staff where authorised by the player.

The subscription does not include emergency medical advice or unlimited video consultations.

Payment Terms:

- All one-off appointments must be paid in advance to confirm the booking.
- Subscription payments are collected in advance of the month's subscription
- Failure to make payment may result in suspension of services until payment has been received.

Cancellation Policy:

- Appointments cancelled more than 24 hours before the scheduled appointment may be rearranged without charge.
- Appointments cancelled within 24 hours will be charged at 100% of the appointment fee.
- Failure to attend (Did Not Attend) will incur the full appointment fee.
- Subscription fees are non-refundable once a billing period has commenced.

Refunds:

Refunds will only be considered where:

- Jake Mulley Physiotherapy is unable to deliver the agreed service.
- Technical failures prevent delivery, and an alternative appointment cannot be arranged.

Completed consultations and services already delivered are non-refundable.

Clinical Responsibility:

Online physiotherapy is appropriate for many musculoskeletal presentations but is not suitable for all injuries or medical conditions. Where clinically indicated, patients may be advised to seek face-to-face assessment, imaging, GP review or referral to another healthcare professional.

Results:

Jake Mulley Physiotherapy provides evidence-based assessment, rehabilitation and advice. While every effort is made to optimise recovery, individual outcomes depend upon factors including diagnosis, injury severity, adherence to rehabilitation, training demands and wider health considerations. No guarantee of recovery times or return-to-play dates can be provided.