

## OUR STAFF



### RECEPTIONISTS

Margaret  
Gay  
Alison  
Sue

### PODIATRISTS/CHIROPODISTS

Simon Crocker  
Jackie Harris Gregory

### ACUPUNCTURISTS

Sue Macfarlane  
Cahir Doherty

### OSTEOPATHS

Colm Gregory  
Anna Bailey  
Nicola Fellowa

### REFLEXOLOGIST

Thelma Attock-West

### HOMOEOPATH

Thelma Attock-West

## WHERE TO FIND US



### B-PRO-ACTIVE HEALTHCARE

22 CHURCH STREET  
MAIDSTONE  
ME14 1 EN  
(01622) 762628 / 661055

### AND

TOLGATE CLINIC  
5 TOLGATE LANE  
STROOD  
ROCHESTER ME2 4TG  
(01634 723600)

FOR MORE INFORMATION  
PLEASE VISIT OUR WEB SITE

[www.b-pro-active.com](http://www.b-pro-active.com)

Osteopathy  
Podiatry  
Acupuncture  
Reflexology  
Homoeopathy

Offering a professional service in  
friendly surroundings.



# Our Policies

## **PRACTICE POLICIES**

### **OUR AIM**

Our aim is to provide and maintain the best standards of care that we can achieve. To this end, we are continually evaluating our methods of practice in order to offer you the best quality service.

We are committed to a program of continuous professional development to maintain up to date methods of treatment .

### **APPOINTMENTS**

Where possible we will attempt to accommodate your needs. From time to time our diary fills and in this situation we will make every effort to see you as soon as possible.

During these busy periods we will operate a waiting list and if a cancellation arises we will endeavor to cater for you.

### **LATE ARRIVALS**

We will maintain an appointment up to 10 minutes after the allotted time. However we feel it is neither fair to delay patients coming in after you, or give you a shorter treatment time.

In this case we would ask for your understanding and we will rebook your appointment for the next available time slot.

**Late cancellations may be charged a fee.**

**Please ring if you are going to be late as we may be able to rearrange your appointment.**

### **MISSED APPOINTMENT**

If you miss an appointment we will attempt to make contact with you to find out why the appointment was missed.

We fully understand that emergencies happen and where possible we will rebook you as soon as possible.

A fee may be charged at the practitioners discretion for late cancellations or missed appointments without valid reason.

### **CANCELLATIONS**

Please note we require 24 hrs notice of cancellation as a matter of courtesy.

We would remind you that patients in pain may be kept waiting unnecessarily if you do not cancel your appointment in plenty of time.

### **Payment**

We ask that you pay as you go. If you have health insurance we ask that you claim directly from your insurance company's.

We are more than happy to provide you with a receipt during or on completion of your treatment.

## **COMMENTS OR COMPLAINTS**

If for any reason you find that the services we provide fall below your expectations, please do not hesitate to bring it to our attention.

We value any comments or criticism you might have to make, as it helps us to improve the services we offer to you, our clients.

Please address any comments to the practice manager either verbally or in writing.

## **SERVICES AVAILABLE**

- Chiropody/Podiatry
- Osteopathy
- Acupuncture
- Reflexology
- Massage Therapy

## **Further Information**

For further information about the services we offer or information, please visit our web site on

**[www.b-pro-active.com](http://www.b-pro-active.com)**