



# Charlotte Owen Physiotherapy

Physiotherapy brought to your door

## Patient Information Leaflet

Women's Health  
Mummy MOT  
Respiratory  
Older Adults



## Welcome to Charlotte Owen Physiotherapy

This booklet will give you up to date information on Charlotte Owen Physiotherapy

### Privacy Policy

#### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- The medical details you provide during your consultation.

#### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be able to contact you with regards to your consultation.
- We keep your medical data (which is a legal obligation) to comply with the Health Care and Professions Council (HCPC) and the Chartered Society of Physiotherapy.

We may also receive personal information indirectly, from the following sources in the following scenarios:

- From your GP or other health care professionals – following your consent to liaise with them.

We use the information that you have given us to complete a consultation for which you have consented to.

#### **How we store your personal information**

Your medical records are written and stored on Cliniko Practice Management which is a secure online application.

Your medical records must be kept as evidence that we have treated you as this forms an important part of your medical history. We are required by law to keep this for 7 years after you have consulted with Charlotte Owen Physiotherapy, if you are over 18 years of age at the time of the 1st consultation.

#### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access your records.
- Your right to ask us to rectify personal information you think is inaccurate.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at Charlotte Owen Physiotherapy (via email: [charlotteowenphysiotherapy@gmail.com](mailto:charlotteowenphysiotherapy@gmail.com) or via post: 19 Chadwick Avenue, Birmingham, B458ED) if you wish to make a request.

#### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Charlotte Owen Physiotherapy (via email: [charlotteowenphysiotherapy@gmail.com](mailto:charlotteowenphysiotherapy@gmail.com) or via post: 19 Chadwick Avenue, Birmingham, B458ED)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

### Confidentiality

All information provided will remain confidential between you and your practitioner. The law does impose a few exceptions to this rule

### Complaints

If for any reason you feel the need to complain about the care provided to you please contact Charlotte Owen Physiotherapy via the contact details in this booklet. All complaints will be taken seriously. We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us.

### Physiotherapy Assessment and Treatment

In order to carry out a specialist assessment or treatment, the Physiotherapist will need to be able to visualise the problem area. This may involve removing your outer clothing. Your privacy and dignity will be maintained at all times.

### Women's Health and Mummy MOT

For both women's health and Mummy MOT assessments you may be asked if you are happy to undergo a vaginal examination, so that the physiotherapist can assess your pelvic floor muscles and check their strength, coordination, function and assess for any pain or discomfort. The physiotherapist will discuss why this is necessary and what it involves and following the discussion it will only ever be performed with your consent. You may prefer not to have an examination there and then but to have time to think before you give your decision and that is absolutely fine. You may prefer not to have an examination at all, and you have the right to decline and does not mean you will not be offered treatment if the physiotherapist feels it will help you.

### Chaperone Policy

Physiotherapists at Charlotte Owen Physiotherapy work as lone practitioners and therefore do not have access to chaperones. If you wish to have a family member or friend to be with you during your appointment; this is not a problem.

### Patient Feedback

At Charlotte Owen Physiotherapy we are always looking at ways to improve our service. If you are happy to fill in a feedback form after your appointment one will be emailed or posted to you.

### Pricing

Up to date pricing for appointments and products are at [www.charlotteowenphysiotherapy.com](http://www.charlotteowenphysiotherapy.com)

#### Opening Times

Monday: 9.00 – 17.00  
Thursday: 9.00 – 19.00  
Friday: 13.30 – 17.00  
Saturday 9.00 – 13.00

#### Contact Details

Telephone: 07742288664  
Email: [charlotteowenphysiotherapy@gmail.com](mailto:charlotteowenphysiotherapy@gmail.com)  
Web: [www.charlotteowenphysiotherapy.com](http://www.charlotteowenphysiotherapy.com)

