



# OSTEOGAIT PODIATRY

The Foot & Ankle Specialists

**OsteoGait Podiatry**

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Kensington

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## FOOT & ANKLE CLINIC

**PATIENT WELCOME PACK**

**WHEREVER THE  
ART OF MEDICINE  
IS LOVED,  
THERE IS ALSO  
A LOVE OF  
HUMANITY.  
(HIPPOCRATES)**

# Welcome

Dear Patient,

Thank you for choosing to book your Initial Consultation with **OsteoGait Podiatry**. Enclosed you will find details of your first appointment as well as the background and ethos of our established practice. We wish you a pleasant and positive patient experience with our team.

## Credo

***You don't have to be a World-Class athlete to be treated like one.***

## About Us

At **OsteoGait Podiatry** we strive to offer the best clinical solutions for lower limb pain tailored to your needs, embracing latest scientific research and development.

Established in 2011 by founder Mr Ravi Modha together with business associate Ms Christina Ioannou, **OsteoGait Podiatry** aims to deliver exceptional patient care for all clients.

With over 18 years of combined experience we treat a broad range of conditions for both adult and paediatric clients suffering with hip, knee, ankle and foot pain.

## Value

We value our patients and promise to deliver outstanding services. We are open and honest about our fees which remain extremely competitive for the Kensington area, whilst not compromising the level of care we are able to offer respected patients.

## The Gold Standard

Through our services we have become trusted Foot & Ankle Specialists practicing within the heart of Kensington. We are dedicated to delivering innovative solutions for patients fighting Foot & Ankle problems. We celebrate our success with reflection, development and continual investment back into our clinic. **OsteoGait Podiatry** only offers safe, effective and proven services to manage your Foot & Ankle problems, based on all the available latest research and scientific evidence.

# Initial Consultation

- ✓ Every new patient is assessed by one of our Specialist Podiatrists.
- ✓ We appreciate that every patient will require an individual, *tailor-made* management plan.
- ✓ We will never recommend procedures which we feel will not be effective or you do not need.

The foot is a complex structure of 28 different bones, 214 ligaments and 38 muscles, bearing our body weight as we walk every day and often challenging to treat. At your first appointment a detailed medical history will be undertaken by your Specialist prior to carrying out a brief physical examination of the presenting problem. This will allow for an accurate and professional diagnosis of the condition. Recommendations can then be made on further testing, treatments and management of the problem.

We believe in a multi-disciplinary approach to patient management and work tirelessly to ensure that our patients receive world-class health care. Should you require onward referral or input from other health professionals, your Specialist will be able to establish these links and work with colleagues closely on the management of your presenting issues to provide you with a holistic approach to your health management.

At your first appointment most routine Podiatry procedures can be undertaken there and then, however some conditions may require additional appointment, further imaging, testing and onward referral. Your Specialist will make you aware of the pathway during your consultation. Small procedures are often undertaken without additional fee as a courtesy to our patients, more invasive procedures may incur further costs and we advise referral to our Price Charter, should you have any doubts please feel free to contact us at [info@osteogait.com](mailto:info@osteogait.com) or visit [www.osteogait.com](http://www.osteogait.com)

# Gait Analysis & Orthotics

- ✓ Orthotics alter or modify foot function in order to treat biomechanical foot disorders. An effective method of treating foot, ankle, knee, hip and lower back pain.
- ✓ Orthotics are created by taking a cast of the individual patient's foot and designing a device which corrects and balances abnormalities. This device can be used in the patient's own shoes.
- ✓ We only use the highest quality Orthotics Laboratory to produce our custom made devices, meaning the quality is superior to most available on the market and the product may last anywhere between 5 – 10 years depending on usage.

**A Gait Analysis assessment involves an examination of the lower limbs, looking at their structure, alignment, strengths and weaknesses.**

The examination is not focused simply upon the foot but includes the pelvis, legs and knees, assessing the relationship between them. It is important to examine the lower limbs as a whole because they are closely connected and pain in one area can be due to a weakness or structural problem in another area.

## **What are the benefits of a Gait Analysis assessment?**

A biomechanical or Gait Analysis assessment is very beneficial if you are experiencing pain in your feet or lower limbs but no cause has been established. A biomechanical assessment is the starting point for understanding the cause of your problem, what treatment is needed or whether further investigations are necessary. The analysis allows us to write an accurate prescription for your Orthoses, otherwise it is like buying eye glasses off the shelf with no prescription.

## **What happens during the assessment?**

You will be asked to lie on a couch while the Podiatrist examines the joint range of motion of your hips, knees and feet. Your muscle strength and weakness will also be assessed and the Podiatrist will look for any signs of leg length discrepancy. The Podiatrist examines the structure of your foot, looking at the relationship between the forefoot and rearfoot. While you stand in a relaxed stance, the alignment of your feet and relationship to the lower legs will be assessed. Our Podiatrists use high-tech Video Gait Analysis as part of a biomechanical assessment. You will be asked to walk and run on the treadmill in order to precisely record your gait and the video will be played back for you to see and the Podiatrist to examine. The Video Gait Analysis enables the Podiatrist to see whether there is any rotation in the pelvis during running, any alignment problems and excessive foot movement which is often the source of Foot & Ankle complaints.

## **What sort of treatment will I need after the assessment?**

There are many different types of recommended treatments following a biomechanical assessment, depending upon your results. For people who have good structural foot mechanics, the Podiatrist will advise on the best footwear in order to reduce the risk of foot problems. Simple changes such as wearing trainers designed for your gait or wearing insoles/orthotics can be very effective. If the Podiatrist believes that your mechanics could be contributing to your injury or pain, insoles or custom made orthotics will be prescribed or a steroid injection recommended.

Patients are referred to a physiotherapist if they will benefit from exercises to improve muscle strength or flexibility. Referrals may also be made to an osteopath, sports doctor and rheumatologist. Patient may also be referred for imaging such as X-rays, MRI's, Ultrasound or CT-scans.

# Minor Surgery & Ingrown Toenails

- ✓ Your Podiatrist will comprehensively explain the procedure to you.
- ✓ You will be in contact with the OsteoGait Team throughout your surgery process to ensure you receive the best care before, during and after the procedure.
- ✓ You may and are encouraged to update your Specialist regularly post-procedure and we will always strive to manage your concerns at any hour of the day where possible.

We believe at **OsteoGait Podiatry** that a definitive solution is often the best solution.

This often involves advising patients on more invasive treatment options to conclusively treat their underlying Foot & Ankle problems. We offer a wide range of minor surgical procedures, the most common being Nail Surgery for ingrown/ingrowing or thickened toenails.

## Nail Surgery

Nail surgery is performed under local anaesthetic for the treatment of painful toe nails. This means that only the affected toe is injected with anaesthetic and numbed. You will be awake throughout the surgery. You will still be able to feel your toe being moved but you will not feel any pain.

The procedure takes about 20-30 minutes and you will be able to carry out the majority of day to day activities immediately afterwards but need to discuss this further with your Podiatrist.

Once the whole of the nail or part of the nail is removed a chemical (phenol) is applied to the nail bed and should ensure that the nail does not re-grow, offering a permanent resolution to the problem.

This ensures that you do not need to routinely have a painful ingrown toe-nail cut away and you can be rid of the problem in its entirety.

# Verrucas, Warts & Skin Conditions/Infections

- ✓ Verrucas may be treated with topical or invasive procedures
- ✓ Fungal infections of the skin/nails require topical treatment and rarely surgery
- ✓ Your Podiatrist will assess, diagnose and advise on the best course of treatment

Skin and nail conditions can often be a challenging problem to deal with alone. Often, we can see photos or read online and feel we have a particular condition. This can sometimes be an effective way to manage a problem, however if you seek a professional diagnosis and advice, your Podiatrist will be able to happily listen to and discuss your concerns.

## Common conditions/symptoms may include:

- Fungal Nails
- Corns/Callus
- Athletes Foot
- Verrucas
- Thickened nails or flaking skin
- Wounds/Sore/Blistering
- Cellulitis
- Rash
- Swelling

## What will the Podiatrist do for my problem?

You will first receive an Initial Consultation where we will assess, diagnose and advise on the available treatment options which will be outlined to you. A joint decision will then be made on your individual management plan, suited to your needs and tied in with the best available scientific evidence. Most treatments/procedures are billed at an additional cost (therefore please refer to our Price Charter prior to your Consultation), though simple procedures may be undertaken during the appointment at no further expense.

# Steroid Injections

- ✓ Steroid Injections are generally safe & effective
- ✓ Steroid Injections can often provide rapid pain relief for a wide variety of problems
- ✓ Steroid injections do carry some risk and you will be advised on this during your Initial Consultation

Locally injected steroids can be useful in the treatment of inflamed joints and inflammation of soft tissue. They do this by potently suppressing the inflammation and shrinking the swollen tissue particularly in the short term. They are called local because they act only in the injected area. Injecting a joint is called an "intra-articular" injection while injection close to a joint is called "peri-articular"

## **How long will it be before my joints feel better?**

The local anaesthetic will start to reduce your pain within a few minutes of the injection.

This pain relief will last for 1-2 hours. The steroid will take longer to start working; sometimes it can be nearly 1-2 days after the injection before you start to feel better. So while you are waiting for the steroid to work you can take painkillers such as paracetamol, or cold packs.

The joint you have had injected will hopefully feel better for up to 3 months and sometimes longer, but everybody is different so it may not last this long. If you have had previous injections and they have not lasted this long then it would be advisable to have your condition re-assessed and a new treatment plan decided with your clinician.

## **Do I need to rest after the injection?**

It is recommended to rest the joint that has been injected for 48 hours this helps the injection work better. If this is impractical then it is advisable to avoid any strenuous exercise for the following 48 hours.

A general principle is to move the joint injected as normal but do not lift or push heavy objects for a week after the injection.

## **How often can I have my foot injected?**

We do not want to give you too many injections. The most we will give you is 2-3 in a year, into the same joint. Very occasionally we will give you more than this if there are special reasons. However, there is a small risk of frequent injections causing cartilage damage, especially in weight-bearing joints. Your clinician will be able to advise you more specifically about this risk.



## Price Charter

- ✓ Feel free to explore the rates of other clinics in Kensington
- ✓ We are dedicated to doing all we can to help you and your foot & ankle pain
- ✓ We pride our clinical services on providing accessible and comprehensive aftercare

### Private Fee Schedule

**Initial Consultation: £125**

**Follow-up Consultation: £80**

**Orthoses** Package: (Includes Initial, Video Gait Analysis, Casting, Pair of Custom Orthoses and One Follow-up): **£595**

**Verruca Needling** Package: (Includes Initial, Verruca Needling Surgery and One Follow-up): **£445**

**Ingrown Toenail** Package: (Includes Initial, Nail Surgery and One Follow-up): **£445**

**Steroid Injection: £150**

\*Missed appointments are charged at the full consultation rate unless cancelled with 24 hours prior notice

*We accept all major credit cards and exact cash payments*

# Frequently Asked Questions

## What is the difference between a Podiatrist & a Chiropodist?

The difference is often disputed. It is widely accepted that the two terms describe the same role in healthcare. In modern day, all degree courses which train clinicians to specialise in the lower limb are named Podiatric Medicine, which is aligned with the rest of the World. Aspects of Podiatry including corn excision or callus removal may often be referred to as Chiropody in a colloquial manner.

## What is a Podiatric Surgeon?

Some Podiatrists further their basic training by specialising in Foot & Ankle Bone & Joint Surgery - an arduous process lasting a minimum of 8 years of additional training after the initial Podiatric Medicine University degree. Beyond this Fellowship to the UK Directorate of Podiatric Surgery is awarded with Consultancy privileges.

## Are over the counter arch supports/insoles the same as custom made orthotics?

No. A simple arch support is designed to push up against your arch while standing, it will not control your mechanics whilst walking or address or control the foot's imbalances. Buying an over-the-counter arch support is like buying eye glasses off the shelf with no prescription.

## Do you offer home visits?

No. We pride ourselves on offering the highest level of care. Unfortunately in an environment outside of clinical parameters this level of care may often fall below the accepted. We therefore see all of our patients in clinic.

## Do you treat children?

Yes. We treat a wide variety of ages in a relaxed and friendly manner. Children who normally visit us normally are suffering with verrucas/ingrown toenails/skin lesions or gait and postural issues such as flat feet.

## Do I need a referral from another Doctor?

No. You are able to refer yourself without referral from a third party.

## Do you accept Private Health Insurance?

Yes. We are recognised by most Private Healthcare insurers and you can often claim the money back from your company. We advise all patients using private healthcare to always check that their insurer will cover the cost of their appointment with our Specialist Podiatrists prior to your appointment.

## Social Media & Feedback

We would love to hear your feedback on your experience with **OsteoGait Podiatry** in order to help improve our services. Please help us in promoting local community spirit and pride by following us on social media and leaving us your review.



**Google Review** – [https://www.google.co.uk/search?rlz=1CDGOYI\\_enGB607GB607&hl=en-GB&biw=320&bih=232&ei=ZwaFV9b\\_A87LsAG814ygCg&q=osteogait+podiatry+kensington&oq=osteogait+podiatry+kensington&gs\\_l=mobile-gws-serp..3...7147.7147.0.7455.1.1.0.0.0.0.0.0....0...1c.1.64.mobile-gws-serp..1.0.0.FU79vKAd6yA#fpstate=lie&lrd=0x48760ff0ccab4371:0xc1981c232325904,3,5](https://www.google.co.uk/search?rlz=1CDGOYI_enGB607GB607&hl=en-GB&biw=320&bih=232&ei=ZwaFV9b_A87LsAG814ygCg&q=osteogait+podiatry+kensington&oq=osteogait+podiatry+kensington&gs_l=mobile-gws-serp..3...7147.7147.0.7455.1.1.0.0.0.0.0.0....0...1c.1.64.mobile-gws-serp..1.0.0.FU79vKAd6yA#fpstate=lie&lrd=0x48760ff0ccab4371:0xc1981c232325904,3,5)



**Facebook** - <https://www.facebook.com/OsteoGait/>



**Twitter - @OsteoGait**



**RateMD** - <https://www.ratemds.com/doctor-ratings/dr-ravi-modha-london-eng-uk>



**Yell.com** - <https://www.yell.com/biz/osteogait-podiatry-london-8446703/>

# Physiotherapy and Allied Services

Our Physiotherapy service is in collaboration with Sprint Physiotherapy, who have an extensive background in treating a wide range of musculoskeletal pain in patients of all ages.

Sprint Physiotherapy was established in 2002 and since then has prided itself on providing expert physiotherapy in West London, with highly experienced physiotherapists using a combination of manual therapy, acupuncture, massage and rehabilitation in a fully equipped gym.

Sprint also offers Clinical Pilates and pure Pilates, as well as Women's & Men's Health Physiotherapy, sport & remedial massage, lymphatic drainage and pregnancy massage.

Sprint has well established links with consultants and GPs and is pleased to say that most patients are recommended by friends and family. Sprint are covered by all major health insurance companies.

Directions and contact details are on <http://sprintphysio.co.uk/contact-us/index.html>

Email: [info@sprintphysio.co.uk](mailto:info@sprintphysio.co.uk)

Website: [www.sprintphysio.co.uk](http://www.sprintphysio.co.uk)

**Appointments: Monday - Saturday please phone 020 7938 1350 to book your consultation and treatment**

# Terms & Conditions

## Podiatry treatment is offered subject to the following:

1. Treatment fees are payable for all treatment/work given or received between our staff and the patient (or patient's guardian).
2. No credit will be given - fees are due at the time treatment is given or received
3. Fees will vary according to the treatment given or received.
4. Additional fees will be charged for additional procedures and items/products used during your treatment, this may include verruca treatment, surgery, dressings, anaesthetics, bandages, insoles/orthoses, medicaments, foot-care products, scans, further assessments and advice, etc. - this list should not be considered exhaustive.
5. We shall not discriminate against you due to any disability you may have.
6. We shall treat you with the same respect, professional care and professional conduct as anyone else regardless of your gender, gender identity, sex, sexuality, race, religion, disability or profession.
7. We reserve the right to treat you or not treat you, and to withdraw treatment at any time, without notice, in accordance with the rules and codes of conduct of the Society of Chiropodists and Podiatrists and the Health Professions Council.

Appointments are mutually agreed between us and you, in advance, and upon acceptance of the appointment, verbally or otherwise, you are legally bound to keep the appointment, subject to the following:

## **Appointments - booking**

1. You may book an appointment by visiting or telephoning your nearest branch.
2. We do not currently accept bookings by email.

## **Appointments - cancellation, postponement and missed (failed visits)**

1. You may postpone, cancel or re-arrange your appointment, without penalty, up to 24 hours before your appointment, by visiting or telephoning the surgery - **We do not accept notification by email under any circumstances.** Failure to notify us face-to-face or by telephone will result in you being charged a missed appointment fee. **This will be the full cost of your appointment.**
3. You will be expected to pay for all postponed, cancelled and/or missed appointments within 7 calendar days of the date of the failed, cancelled and/or missed appointment if you have not prepaid at the time of booking.
4. You may not use our services again until any outstanding fees have been paid.
5. If fees remain unpaid for more than 21 days we reserve the right to refer your outstanding debts to a debt collection agency/recovery service or to the Magistrates (small claims) Court for payment collection.
6. We reserve the right to postpone, cancel or rearrange your appointment without notice. Please note: we will only do this in exceptional circumstances which may include sickness, accident, poor weather, any other incident which affects the ability of a team member to attend your appointment or where premises become unavailable due to circumstances beyond our control. We will endeavour to contact you as soon as possible if we need to do this giving you as much notice as possible.

These terms and conditions apply to services provided by **OsteoGait Podiatry** only, and are subject to change without notice (different terms and conditions may apply to third party services offered within our surgeries e.g. chiropractic, physiotherapy, reiki, massage, etc.).

## Patient Registration Details



OSTEO**GAIT** PODIATRY  
The Foot & Ankle Specialists

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

\_\_\_\_\_ Tel No (Home) \_\_\_\_\_

\_\_\_\_\_ Tel No (Mobile) \_\_\_\_\_

Postcode \_\_\_\_\_ Email \_\_\_\_\_

Weight \_\_\_\_\_ Shoe Size \_\_\_\_\_ Smoker Yes No \_\_\_\_\_

### Your GP's Details

GP's Name \_\_\_\_\_

Address \_\_\_\_\_

### Please Indicate how you heard about OsteoGait Podiatry

\_\_\_\_\_

### Please indicate how you wish to settle your account –

(for insured patients, please complete details)

Medical Insurer's name \_\_\_\_\_ Membership No. \_\_\_\_\_

\_\_\_\_\_ Authorisation No. \_\_\_\_\_

To ensure you have been booked in for the correct appointment please indicate the reason (s) for your visit

\_\_\_\_\_

\_\_\_\_\_

**Please turn over to complete our confidential medical questionnaire**

## Medical Questionnaire



OSTEOGAIT PODIATRY  
The Foot & Ankle Specialists

We require the completion of this section to allow our Podiatrist / Chiropodist to have a full understanding of your medical history prior to your appointment. **PLEASE WRITE IN BLOCK CAPITALS AND LEGIBLY.**

1. Do you take any medication or tablets?

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2. Do you have any allergies such as plasters, antibiotics, or anaesthetics?

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3. Do you have **Diabetes**?

Average blood sugar levels? \_\_\_\_\_

4. Have you ever had / do you have any trouble with your chest or heart/heart attack?

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5. Have you had any hospital operations?

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6. Have you had any joint replacements, broken bones or fractures?

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7. Are you pregnant?

8. Are you Asthmatic?

9. Do you have Hepatitis?

10. Have you had a Stroke?

11. Do you have any skin problems?

12. Do you suffer from any blood disorders?

13. Do you have any liver or kidney problems?

14. Are you or do you have a history of epilepsy?

15. Do you have any problems with rheumatism?

16. Do you have a history of back pain or sciatica?

17. Do you take any Anticoagulants such as Aspirin/Warfarin?

18. Is there any reason to suspect you may have HIV or have developed AIDS?

I hereby consent to Podiatry treatment and understand that the Podiatrist is registered with the Health & Care Professions Council. I agree to clinical pictures and video recordings to being taken to aid clinical examination and diagnosis.

Signature of patient

Signature of parent/ guardian (Under 16 years)

Date

## Data Consent:

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We collect certain data from you to meet mandatory requirements regarding medical notes. There is a legal requirement to keep medical notes for a period of time after treatment. This can vary in length depending on your age and ability to consent but will be for a minimum of 7 years. Your details will be destroyed after this period. Please note if you do not consent we will be unable to carry out any assessment or treatment.

If you consent for your details to be used for these purposes please tick here: ☐

There may be occasions where we may want to share information with your General Practitioner.

If you consent for your details to be used for these purposes please tick here: ☐

We also collect data to assist in the administration of our business to provide you with an efficient service. We would like to use your contact details to assist with the administration of your appointments / changes to scheduled appointments and/ or reminders about appointments. To further enhance our service to you, we would like to be able to update you on any information regarding the practice.

If you consent for your details to be used for these purposes please tick here: ☐

We take your privacy seriously and will take all reasonable steps to ensure the protection of your data. Please note that your right to be forgotten cannot override the legal requirement to keep medical notes for the mandatory period. You can request a copy of any data held on you using the details at the bottom of this form.

Signed: (Patient / Persons with parental/legal responsibility)

Date:

Relationship to patient (if applicable)

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## Practice Details

This is who your details are held by

OsteoGait Podiatry Clinic



## Patient consent for face-to-face podiatry consultations during COVID-19 pandemic

### PLEASE TICK TO ACKNOWLEDGE & ACCEPT EACH TERM BELOW:

I understand that the novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization and that COVID-19 is extremely contagious and is believed to spread by person-to-person contact; and, as a result, social distancing is recommended. This is not entirely possible with my proposed treatment, however, I am satisfied that safety measures are in place to minimise risk as much as possible, and patient contact will be kept to an absolute minimum in line with medical need. ☐

I understand the Management and Clinical Staff are closely monitoring the COVID-19 situation and have put in place reasonable preventative measures aimed to reduce the spread of COVID-19. However, given the nature of the virus, I understand there is an inherent risk of becoming infected with COVID-19 by virtue of proceeding with treatment. I hereby acknowledge and assume the risk of becoming infected with COVID-19 through attending for face to face treatment and I give my express permission to proceed. ☐

I understand the COVID-19 virus has a long incubation period during which carriers of the virus may not show symptoms and still be highly contagious. I understand that COVID-19 can cause additional health risks, some of which may not currently be known at this time, in addition to those risks associated with podiatry assessment and treatment itself. ☐

I have been given the option to defer my podiatry treatment to a later date and I acknowledge that my condition could also be managed with remote consultations. However, I understand all the potential risks, including but not limited to the potential short-term and long-term complications related to COVID-19, and I would like to proceed with face-to-face podiatry consultations. I understand I can withdraw my consent at any time. ☐

I confirm that I am not presenting with any of the following symptoms of COVID-19 listed below:

- · Fever
- · Shortness of Breath
- · Loss of Sense of Taste or Smell
- · Dry Cough
- · Runny Nose
- · Sore Throat

Nor have I been in contact with anyone suffering from or suspected of having COVID-19 within the last 14 days. ☐

I understand that air travel significantly increases my risk of contracting and transmitting the COVID-19 virus. I confirm that I have not travelled overseas in the past 14 days. ☐

I confirm that if I develop COVID-19 symptoms following my treatment, or a known contact of mine develops symptoms, I will immediately inform Osteogait Podiatry to enable appropriate measures to be put in place and contact tracing to commence. ☐

Patient name/Signature .....

Date .....