

Therapy2Massage FAQ's

1. Do I have to make an appointment?

Yes, occasionally we can take short notice but please ring us, call in or email to make your appointment. When busy the phone will go to voicemail.

Note that we require you to display your calling number.

2. Which therapy would suit me best?

If you are unsure which therapy to choose, you can talk to and we will advise you. Please be aware that treatment for some conditions and injuries, does not always include massage. We will inform you of what to expect.

3. How many treatments will I need?

We will try to give you an idea of how many sessions might be needed and how we think we can help. When dealing with a condition or injury it will depend on the stage or the condition. It will also depend on whether you do the work prescribed, when at home. For some conditions a regular treatment may be what is called for, but ultimately it comes down to you.

4. What should I wear?

This depends on the therapy and the massage, but you will be draped. It is normal to be undressed to your underwear for injuries or conditions. For injuries, you may be required to move around for testing, hence we suggest you wear loose shorts and for the ladies a bra that can easily be unclipped, if working on your back.

For general massage you can wear as little as you like, again you will be draped, but you are not required to move around just turn over. We will explain everything so you can decide what is comfortable for you.

We can use acupuncture through light clothes if required.

For Lymphoedema you will need to undress to different levels depending on where we need to work.

4. Can I have a chaperone?

You have the option to bring a chaperone if you like, but please inform us in advance. You accept that there will be no privacy between you and the chaperone.

5. What if you think you can't help me with my symptoms?

At the point we feel we cannot assist or need further information; we will discuss other options we may suggest you see a doctor, hospital or other healthcare assistant.

6. Is the information I give you in confidence?

Yes, all the information you give us is in the strictest confidence in line with data protection rules and regulations.

7. What is your cancellation policy?

We ask for 24 hours' notice of cancellation, otherwise a fee may be charged.

8. Can children and the elderly be treated?

Yes, children and the elderly. Children under 16 years must be accompanied by a parent or carer.

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9. Do I need to bring anything?

If you have any *information relating to your treatment, like a diary of what you have been experiencing and when, please bring it with you. Depending on you condition, we may ask you to confirm that your GP agrees that you can receive treatment.

11. Do you have disability access?

No, we don't.

12. Are you registered with professional bodies and insured?

Yes. Memberships are with a number of bodies. FHT, MSTO CNHC. We are insured and have been DBS checked.

13. Will my health insurance pay for my treatment?

You will have to check with your insurance company to see if you are covered for complementary therapy treatment. Ask you private health plan or check here for some providers <https://www.cnhc.org.uk/private-health-cash-plans-0>

14. What do I do if I am unhappy about any aspect of my treatment?

Hopefully that will not be the case, but we believe good communication between patient and practitioner will allow for a clear working relationship. In the event of any dissatisfaction please let us know immediately. We will listen carefully and do our best to resolve any issues.