

University of  
South Wales  
Prifysgol  
De Cymru

**WELSH INSTITUTE  
OF CHIROPRACTIC  
(WIOC)**

# **PATIENT GUIDE**



# Patient Guide

The WIOC is a chiropractic training facility within the University of South Wales. Chiropractic care is offered to patients by final year student clinicians under the supervision of qualified chiropractors, registered with the General Chiropractic Council. This includes supervised exercise programmes in the rehabilitation gym.

Chiropractic care is offered to patients from the age of 3 years and above, although most patients are adults. All children and young adults under the age of 18 must be accompanied by a parent or guardian. The institute also offers DXA, MSK Ultrasound and Shockwave services to WIOC patients and patients referred to them by appropriately qualified healthcare providers.

Patients referred for diagnostic imaging at the WIOC are usually 18 years and above. However, there may be occasion where patients under 18 years receive imaging if there is a strong clinical justification. Patients can self-refer for chiropractic care, but must be referred by a suitably qualified healthcare provider for any diagnostic imaging or shockwave therapy.



DXA Scanner

# OUR RESPONSIBILITY TO THE PATIENT:

**All student clinicians and WIOC staff share a commitment and responsibility to provide all patients attending the WIOC with the best possible care, advice and service.**

## **In particular**

- All patients should have access to high quality care
- The WIOC respects patient dignity and privacy, and firmly believes that all patients have the right to be treated courteously and sensitively at all times. If anyone feels that this is not the case, they should ask to speak to the Clinic Manager, or follow the complaints procedure which is outlined a little further on, and displayed on the patient notice board in the clinic reception area.
- All patients can be assured that the WIOC ensures complete confidentiality.
- The WIOC has an equality and diversity policy in place to ensure that no one is excluded from access to care based upon their age, race, nationality, gender or sexual orientation, religion or belief, or disability.
- Every effort is made to keep to scheduled appointment times, however there may be occasions where delays occur. In the event that there is a delay the patient will be informed.
  - o For chiropractic care, the patient will be asked if they wish to wait for their student clinician if time permits; see an alternative student clinician on reserve duty; or reschedule the appointment at a convenient time.
  - o For all imaging appointments, unless it is due to a technical or mechanical fault, it is likely that the appointment will proceed as soon as possible. If the appointment has to be cancelled due to issues beyond our control, an alternative appointment will be rescheduled as soon as possible.
- For chiropractic care there may be occasions when the regular student clinician will be unavailable:
  - o For periods of planned absence (such as holidays) an alternative student clinician will be organised to cover for the scheduled period of absence. This will allow the regular student clinician to discuss the treatment plan with the student clinician taking over.
  - o For periods of unplanned absence (such as sick leave) we will make every effort to contact the patients to inform them. If appropriate they will be given the opportunity to keep the appointment with an alternative clinician, or reschedule for another day.
- Patients should always be involved in decisions regarding their healthcare and have the right to withdraw consent at any time they wish. This should be discussed with the relevant clinician who is obliged to respect their decision.
- Patients have the right to view their healthcare records subject to legal requirements by prior arrangement. This complies with UK legislation, Access to Healthcare Records Act 1990. Patients can also request a copy of their healthcare records, however we ask that this is done in writing.
- It is a legal requirement that any images taken at the WIOC remain part of the WIOC patient records. For externally referred patients, the images would remain part of the patient's record held with the referrer.
- We occasionally receive requests from a third party for copies of patient records, and/or images. These will only be released once we have received written patient consent and verified the request with the patient. In the event that the request is from another

healthcare provider and deemed urgent, verbal consent may be obtained from the patient if it is in the patient's best interest.

- For WIOC patients, their records are archived once the patient has completed their treatment and stored confidentially for a minimum of 8 years from the date of the last visit. Both active and archived patient records are stored securely and can only be accessed by authorised personnel maintaining patient confidentiality.
- In the event that the patient wishes to raise any concerns or make a complaint they should contact the Head of Clinical Services or Clinic Manager. This can be done by telephone or in writing (contact details for both are detailed on the back page). The patient should receive written acknowledgement of their complaint within 2 working days of its receipt, and should receive a full written report of the investigation within 20 working days. Any delays will be notified to the patient immediately, and progress reported throughout the process. The patient will be invited to attend a face to face meeting to discuss their complaint in the first instance, and also invited to return to discuss the outcome of the investigation with a view to resolving any issues. If however the patient is unhappy with the outcome, and the complaint remains unresolved, they can refer the complaint to the relevant governing body, and/or Healthcare Inspectorate Wales (contact details on the back page). The contact details for the relevant governing body will be communicated to the patient in the acknowledgement letter along with a copy of the Complaints Policy. The full complaints policy can also be found displayed on the patient notice board in the WIOC reception area.

- The Healthcare Inspectorate Wales inspection report can be found on their website [www.hiwi.org.uk](http://www.hiwi.org.uk)
- The WIOC has a patient engagement group which meets approximately 3 times a year. We welcome patient input and are always seeking new members to join this group. If any patients are interested in participating they should contact the Clinic Manager.
- We also ask for feedback via patient satisfaction questionnaires. Pre-pandemic over 98% of our patients randomly selected to participate anonymously rated the services, facilities, standard of care received and attitude of staff and student clinicians as excellent or good.

The following patient comments have been taken from the WIOC Facebook page or the various satisfaction questionnaires:

*... "Excellent service and very friendly staff"*  
(Facebook)

*... "Very professional and thorough treatment highly recommend to everyone"* (Facebook)

*... "Absolutely fantastic treatment received. Staff are friendly and chatty. Always feel more than welcome"* (Facebook)

*... "This clinic has enabled me to continue with my career and very much aided to my wellbeing, everyone is professional and courteous, everyone goes above and beyond. Can only praise the whole of this service"*

*... "Out of hours e.g. After 5pm and possibly weekends would be very beneficial"*

*... "Earlier opening / less tutor waiting time"*

*... "Appointment made very quickly. Very efficient"*  
(DXA)

*... "Excellent service from telephone query through to scan"* (DXA)

How patients can help the WIOC:

- Patients should treat all student clinicians and WIOC staff with the same courtesy and respect that they would expect to receive. Rudeness and abuse will not be tolerated.
- Patience and understanding would be appreciated in the event that any delays occur.
- Patients should make every effort to attend appointments on time as delays impact on others. In the event that any patient arrives 10 -15 minutes beyond their scheduled appointment time, staff will attempt to accommodate, however it may be necessary for the patient to be seen by the reserve student clinician, or the appointment cancelled and re-scheduled.
- If the patient cannot make the appointment every effort should be made to cancel the appointment in a timely fashion.
- Patients should inform the WIOC of any changes to personal information such as contact details, surname, marital status etc. to ensure that accurate information is held on file.
- Patients should inform the WIOC if they are aware that they have any infectious disease(s) or should seek advice from their GP before attending the clinic if they have any unusual rashes or symptoms, which cannot be explained. We also ask patients to stay away from the clinic if they have any viral symptoms, which could be related to covid, colds or flu, and for 48 hours after symptoms have ceased if they have suffered with diarrhoea and/or vomiting. The same is asked of students and staff. This will assist the WIOC with reducing the spread of germs or viruses to other patients, students and staff.
- The WIOC operates a strict infection control policy. Patients can assist in reducing the spread of germs by following the hand decontamination guidelines. There are hand sanitising units for patient and staff use throughout the clinic.
- Payments should be made after each visit as the WIOC does not operate an account system.
- The University of South Wales is a cashless campus, and the WIOC accepts all card payments with the exclusion of American Express. Contactless payments are also accepted.
- Some patients may wish to reclaim the cost of treatment or services received at the WIOC from private health insurance, and the administrative staff are happy to assist with the completion of such claims. We do however advise all patients to check with their insurance providers before commencing any care, to ensure that they are happy to cover these costs due to the teaching nature of the WIOC facilities.



## OPENING TIMES

Chiropractic Clinic (including the rehabilitation gym):

Monday	8.15 – 11.15	12.15 – 15.15	16.15 – 19.15
Tuesday	8.15 – 11.15		16.15 – 19.15
Wednesday	8.15 – 11.15	14.15 – 17.15	
Thursday	8.15 – 11.15	12.15 – 15.15	16.15 – 19.15
Friday	8.15 – 11.15	14.45 – 17.45	

**Diagnostic MSK Ultrasound (including Shockwave Therapy)**

Wednesday	8.30 – 15.30
Thursday	16.30 – 18.00
Friday	14.00 – 13.30

**DXA Scanner Clinic**

Monday	9.00 – 15.30
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Other days possible depending on availability of staff, please enquire

## COSTS

Chiropractic Clinic	£25 (includes the first treatment)
Subsequent Treatment Visit	£12
Case Review/Reassessment	£20
New Complaint	£20
Renewed Patient (after 6 months)	£25 (includes the first treatment)
One to One Rehab Gym Supervision	£8

**MSK Ultrasound**

From £65 for WIOC patients

From £100 for externally referred patients

**Shockwave Therapy Service:**

WIOC patients first visit £115 then £50 per session (minimum 3 maximum 6)

External patients first visit £150 then £50 per session (minimum 3 maximum 6)

**DXA Scanner Clinic**

£125





## PROCEDURES

### Chiropractic:

The Student Clinician who has been appointed to take care of you will collect you from the reception area and escort you to one of our treatment rooms. They will take a full case history, including medical background before asking one of the clinical supervisors for consent to proceed.

With your consent the student clinician will undertake a very thorough examination to assist with making an informed diagnosis, and consequently determine if it is appropriate for you to receive chiropractic care. You will also be asked to complete a number of patient centred questionnaires to help inform the student clinician developing your personal management plan.

Once a full case history and examination have been undertaken, the student clinician will need to write up your case and present it to one of the clinical supervisors. In some circumstances you may need to return for a continuation visit, there is no charge for this additional appointment, as it's an extension of the initial assessment. If it is deemed appropriate the clinical supervisor may allow the student clinician to provide some immediate care under the permission to treat protocol, this cannot be guaranteed and will depend on your presenting complaint.

There may also be a small number of patients who require further investigation to aid the diagnosis, this could involve diagnostic imaging, which the WIOC could arrange for you, however this would involve additional charges. Alternatively we can arrange a referral back to your GP who may be able to arrange for imaging through the NHS. Further investigation

could also involve referral back to the GP for other tests, or onward referral to another healthcare professional. If no further investigation is required, once your case has been presented to a supervising clinical tutor, and they have agreed your treatment plan with the student clinician, you will be contacted and asked to return to the outpatient clinic for a "report of findings" appointment. The student clinician will be accompanied by a supervising clinical tutor, and they will present their findings to you and explain what they think is causing your complaint. They will also explain the proposed treatment plan, including any potential risks involved. There may be occasions where it is felt that chiropractic care would not be appropriate, or may not be in your best interest. If this were the case it is likely that the student clinician would seek your consent to refer you to your GP, or on to another healthcare provider.

If it is appropriate for you to receive chiropractic care you will be asked to provide written consent before commencing any treatment. The number and frequency of appointments will vary from patient to patient.

Your improvement will be monitored very carefully on an ongoing basis, which will include repeating some of the questionnaires that you completed on your initial visit to ensure that the treatment you are receiving is appropriate for you and that your improvement is progressing. If you are not improving as hoped, your individual plan of management may be amended following a full case review. You will be involved with all decisions, which will be explained to you fully, and any changes to the treatment plan or decisions to refer you to your GP or another healthcare provider will be discussed with you fully before any changes or referrals are made.





Chiropractic treatment should not normally cause any discomfort. However some patients who visit a chiropractor are already suffering from some discomfort or pain. It is very important therefore to inform patients that they may experience some post examination, and/or post treatment soreness. The symptoms should improve within a day or two, however if anyone has any concerns they should seek advice from their student clinician to fully investigate. Icing the area that is sore or uncomfortable can help, however the use of ice should be controlled. An ice pack, or 'bag of peas', should always be placed inside a thin cover before placing on the skin. Ice should never be placed directly on the skin as it can burn. Ice should only be used for a maximum of 10 – 15 minutes at a time, and it should be used regularly (every few hours). If soreness or discomfort persists, the patient should seek advice from their student clinician or one of the supervising tutors.

#### **Shockwave Therapy:**

Once an appropriately completed referral form has been received by the administrative team, an appointment will be scheduled for the shockwave therapy to commence. On the day of the treatment you will be asked to take a seat in the WIOC reception area until one of the clinicians delivering the service collects you and escorts you to the room. There may be more than one clinician in the room as we provide post graduate training for suitably qualified healthcare professionals. During the initial visit the shockwave therapy will be delivered using the diagnostic ultrasound for accuracy of location. The number and frequency of treatments required will be discussed with you at this time, however the evidence suggests at least 3 sessions, and a maximum of 6.

#### **Musculoskeletal (MSK) Ultrasound:**

Once an appropriately completed referral form has been received by the administrative team, an appointment will be scheduled for the ultrasound. On the day of the appointment you will take a seat in the WIOC reception area until you are collected by one of the sonographers undertaking your scan. There may be more than one clinician in the room as we provide post graduate training for suitably qualified healthcare professionals. Normally at the end of each clinic, the sonographer who is reporting will dictate the results and leave the tape with the WIOC secretary to transcribe. Once verified the report will be sent by recorded delivery to your referrer who will discuss the results with you and use the report in a clinical context to provide the appropriate care.

#### **Dual Energy X-Ray Absorptiometry (DXA) Scan:**

Following referral from an appropriately qualified healthcare provider, the forms will be assessed to ensure compliance and approval given for the scan to proceed. The WIOC Clinic Secretary will contact you directly to book an appointment. You will receive a confirmation letter along with directions to the clinic and a questionnaire to complete and bring with you on the day of your appointment. You will be asked to make payment online before your scan if possible and will be asked to contact the WIOC for the link to be sent to you if this is an option. If you don't have the resources to pay online or would prefer to pay at the clinic that is fine. On the day of the scan, you will be asked to take a seat in the clinic waiting area before being escorted to the DXA scanning room by the operator. The results and report will be sent directly to the referrer and a copy to the patient's GP (if not the referrer). Professor Michael Stone, Metabolic Bone Consultant conducts an audit on previous reports for quality assurance purposes to ensure a high standard service.





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Information in this flyer is correct at the time of print, but may be subject to change. For the most up-to-date information, call or check our website: [www.southwales.ac.uk/wioc](http://www.southwales.ac.uk/wioc)

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