

Clinic hours

Appointments	Tuesday	10.00 am - 2.30 pm
	Wednesday	12.00 am - 6.00 pm & 8.00 pm - 9.30 pm
	Thursday	10.00 am - 2.30 pm

Calling-in Times

	Monday	from 6.00 to 6.30pm
	Tuesday	from 9.15 to 9.45am
	Thursday	from 9.15 to 9.45am
	Friday	from 6.00 to 6.30pm

The above times are when you are most likely to be able to talk to me. I am generally available during calling-in times on my dedicated patient line (020 8351 0932) to:

- Provide free advice to patients currently receiving treatment or answer queries about treatment
- Provide brief telephone consultations to patients if you are acutely ill between treatments e.g. flu, earaches, sore throats, accidents etc. Please note that acute illnesses that do not resolve may require a full consultation. Also note that this service is only for registered patients who have consulted me.
- Make appointment bookings.

You can of course call outside these times including on my mobile number (07957332215) and you may catch me if you ring during clinic hours unless I am with a patient.

If you do not reach me personally please leave a message and I will endeavour to call you back within 24 hours. Let me know in the message if it is urgent and what might be a good time to call you back.

The ansaphone message will provide appropriate information if I am unavailable.

Emergency Contact & Locum Cover

In an emergency, if you have been unable to reach me and require homeopathic advice, please call the Homeopathic Helpline on 09065 343 404. This helpline is open from 9.00am to midnight, 365 days a year. It costs £1.50 per minute, which is billed to your phone. Provided you have all the symptoms to hand calls are usually very brief. The homeopaths who staff the service will suggest a remedy for you to obtain.

Please remember to seek medical advice as normal when receiving homeopathic treatment.

Patients currently receiving treatment will usually be advised of dates when I will be on holiday and may be given the details of a locum where necessary.

Terms

Payment is due by cash or cheque at the end of each consultation. Missed appointments and cancellations with less than 24 hours notice are charged at the full fee.

Fees

	Adult	Children
First Consultation (approx 1 hour)	£60	£50
Follow up Consultation (approx ½ - ¾ hour)	£45	£40
Acute consultations (registered patients only)	£15 with remedy £10 advice only	
Re-issue of remedies (lost or spoiled)	£5-£10 depending on remedies and quantity	

Please note that I do not provide telephone or email advice to members of the public. A homeopathic consultation is necessary.

Clinic Address

4 Cranleigh Gardens, Grange Park, London. N21 1DS
Telephones: 020 8351 0932 or 07957 332215(mobile)
Easy parking outside

Public Transport

- Grange Park Station (short walk)
From London: Finsbury Park (Victoria and Piccadilly line), or Highbury Corner (Victoria Line) or Moorgate
From Hertford North and Stevenage.
- W9 bus from Southgate (Piccadilly line) or Enfield Town

Registration as a practice patient

The first consultation usually takes at least one hour as a detailed case history is taken. It also includes registration as a practice patient. This entitles you to continuous treatment and free access to advice during call-in times while you are actively receiving treatment. When your current treatment ends you can still access help with acute illnesses on the phone as shown above.

What is included in the consultation fee?

The cost of all consultations includes:

1. The consultation itself. Please note that the length of the consultations is approximate only.
2. All casework and research I undertake between appointments.
3. All the remedies I prescribe for your treatment. Please note that I may sometimes suggest the use of tissue salts, flower essences or a topical cream or ointment for you to buy in addition to your prescription but these will not be essential to your treatment.

Confidentiality

Patient records are strictly confidential. Information given during consultations will not be shared with third parties (e.g. other health care workers) without the written consent of the patient. The only exceptions are where I am required by law to provide information (e.g. under the Children's Act), or where, in my professional opinion, it would prevent loss of life or injury (e.g. in a medical emergency).

