

Chiropractic Clinic presented with award for excellent patient care and standards

The College of Chiropractors has awarded BritChiro Clinics with the 'Patient Partnership Quality Mark'. The Council members examined areas such as accessibility of the clinic premises, the cleanliness and safety of the clinics, the degree of patients' privacy, levels of communication and education that the patients receive from the Doctor of Chiropractic and how patients' expectations are met.

BritChiro Clinics has local branches in New Milton and Westbourne, both located in ground floor premises in the town centres. These are both beautiful, clean and modern clinics, with full X-ray facilities and excellent treatment facilities which include state of the art benches where patients can automatically be brought from standing to horizontal position and then lifted or lowered, which of course especially acute and/or elderly patients really appreciate. The clinics all have changing cubicles with full-length curtains where the patients have the option to change into a freshly washed gown. If a patient would like the comfort of a friend or partner being present, they are always welcome.



Some of the BritChiro Team receive the award



A patient receives a spinal examination

BritChiro is very conscious not only to meet patient's expectations but also to exceed them. The team is made up of Doctors of Chiropractic and Clinic Assistants who are sincere and professional and the treatment outcome has been reported as excellent.

During a patient's first visit, the Doctor of Chiropractic will take details of the patient's medical history and discuss any concerns they may have with their spinal health. This is followed by a physical examination – including Chiropractic, orthopaedic and neurological procedures as well as X-ray examination if necessary. Once a specific diagnosis has been made it is explained in detail including the appropriate treatment and the amount of treatment required. The patient will also be told if Chiropractic is not likely to help their situation. The charge for the examination is £40 and each treatment session costs £30.

The clinic group has also been nominated for the West Sussex County Times's award for 'Best Contribution to Life in the District and Best Customer Care'. Dr Westergaard, said 'I'm really happy on behalf of our whole team that we have been nominated. What we provide to people is essentially improvement to the health of the nation, to their life as opposed to material gadgets. I know we have changed a lot of people's lives'.

One of the patients who nominated BritChiro told how his wife had suffered from a riding accident. Suffering considerable discomfort, even walking up and down stairs was painful, her GP prescribed painkillers. After seeing an advert for BritChiro she made an appointment. He wrote, 'They took X-rays in their in-clinic department and pointed out where the problems were. She had a twisted pelvis and a problem in the neck area. They worked out a plan of treatment and over the months to come straightened her out literally, and relieved her of the pain. There is no hanging around for hours, and you're in, treated and out again within 30 minutes or so. My wife still goes back for what they call maintenance treatment every six weeks or so and it's been worth every penny'.

Dr Westergaard explained that if the treatment was offered within the NHS setting it would probably take five weeks and five different doctors/consultations to provide what BritChiro is able to provide in approximately an hour, because all aspects (history, examination, x-rays if indicated, report of findings to the patient and actual treatment) usually are carried out by one Doctor of Chiropractic, all within the same clinic. He explained that Chiropractic is for all ages and he often treats three and even four generations of the same family who all use the clinic as a first stop for their health care.

The **WESTBOURNE CLINIC** is located in the high street at **53 Poole Road** and clinic reception can be contacted on **01202 540 140**.

The **NEW MILTON CLINIC** is located at **27 Old Milton Road** and clinic reception can be contacted on **01425 62 88 44**.

More information can also be found at www.britchiro.com



The New Milton clinic