



Trinity Physiotherapy — Patient Terms and Conditions

Last updated 11/10/2026

1. About us and these terms

These terms apply to every appointment you book with Trinity Physiotherapy. By booking, online or by phone, you agree to them.

Trinity Physiotherapy is run by Emily Bourne, correspondence address: 9 Coniston Road, Woking, Surrey GU22 9HU. All our physiotherapists are registered with the Health and Care Professions Council (HCPC) and are members of the Chartered Society of Physiotherapy (CSP). Some are self-employed practitioners working for Trinity.

We treat patients at:

- Unit 19, The Annexe, 28 Queens Road, Weybridge KT13 9UT
- Greenfield Surgery, 177 High Street, Old Woking GU22 9JH
- Hillview Medical Centre, 3 Heathside Road, Woking GU22 7QP

Contact us on 0800 086 2846 or at admin@trinityphysio.co.uk.

2. Booking, insurance and referrals

Book online or call 0800 086 2846. Some appointment times aren't shown online, so please call if you can't find a time that suits you.

All new patients will be sent a consent form and pre-assessment questionnaire to complete before your first appointment. These will include information about any medical conditions, medication, pregnancy or recent surgery. That helps us treat you safely.

Health insurance. We're recognized by all the leading medical insurers. Before you start treatment, please:

- check your policy covers physiotherapy, and how many sessions
- check whether you need a referral from your GP or consultant first
- get an authorization number from your insurer and give it to us before your first appointment
- tell us about any excess, limit on sessions or limit on fees

You don't need a referral to see us if you're paying for yourself.



3. Your appointment

Consent. Your physiotherapist will explain your assessment and proposed treatment, including any risks and alternatives, and ask for your consent before going ahead. You can ask questions, decline any part of treatment, or stop at any time.

Chaperones. Trinity doesn't provide chaperones, but you're welcome to bring a chaperone, friend or family member to any appointment. If you'd like one present and haven't brought one, just tell us and we'll rebook.

What to wear. Wear or bring loose, comfortable clothing, as you may need to expose the area being treated.

Children. Patients under 16 must normally be accompanied by a parent or guardian, who will be asked to give consent.

Arriving late. If you're late, your appointment may be shortened so the next patient isn't delayed. The full fee still applies.

Clinical judgement. Your physiotherapist may recommend that you see your GP or another professional instead of, or as well as, physiotherapy. They may decline to treat you if treatment wouldn't be safe or appropriate.

4. Fees and payment

Our current fees are shown on our website and when you book. We'll email you an invoice after each appointment. Please pay it within 7 days.

Ways to pay

Method	How
Bank transfer	Account name: Emily Bourne Account number: 23812235 Sort code: 60-83-71 Bank: Starling (business account) Please use your invoice number as the reference.
Cash	Pay your physiotherapist at your appointment. You'll be given a receipt.
Card payments via phone	If you are unable to use the methods listed above, please call us on 0800 086 2846 to arrange card payment over the phone



Insured patients. If your insurer has authorized your treatment, we'll usually invoice them directly. You're responsible for paying:

- any excess or shortfall your insurer doesn't cover
- any sessions beyond what your insurer has authorized
- the full fee if your insurer refuses to pay, for example because a referral or authorization wasn't in place
- any late cancellation or missed appointment fees, which insurers don't pay

We may change our fees from time to time. We'll tell you before any change affects appointments you've already booked.

5. Cancellations and missed appointments

Please give us at least 24 hours' notice if you need to cancel or move an appointment. That lets us offer the time to another patient.

- **24 hours' notice or more:** no charge.
- **Less than 24 hours' notice:** you may be charged the full appointment fee.
- **Missed appointment without notice:** you may be charged the full appointment fee.

To cancel, use the link in your booking confirmation, or call 0800 086 2846 or email admin@trinityphysio.co.uk. Voicemails and emails are timed when we receive them.

We may waive the fee in genuine emergencies or illness, at our discretion. If we need to cancel your appointment, we'll give you as much notice as possible and offer another time. You won't be charged.

6. Our responsibilities and yours

Our care. We'll provide treatment with reasonable care and skill, in line with HCPC standards and CSP guidance. Physiotherapy outcomes vary from person to person, so we can't guarantee a particular result.

Your part. Please give us accurate health information, tell us about any changes, and follow the advice and exercise programme agreed with your physiotherapist. Tell us straight away if you have any unexpected reaction to treatment.

Respect. We expect patients and staff to treat each other with courtesy. We may end treatment and refer you elsewhere if anyone is abusive, threatening or behaves inappropriately.



Liability. Nothing in these terms limits our liability for death or personal injury caused by negligence, or any other liability that can't be limited by law, or affects your statutory rights under the Consumer Rights Act 2015.

Complaints. If you're unhappy with any part of your care, please see our [Complaints Procedure](#) or contact admin@trinityphysio.co.uk.

Your information. We store your personal and health information securely and use it as described in our [Privacy Policy](#). By booking, you confirm you've read it.

Changes and law. We may update these terms from time to time; the version on our website when you book applies. These terms are governed by the law of England and Wales.