

Your Information For Consent To Chiropractic Care At Back-In-Action: What To Expect With Chiropractic Treatment And What Kind Of Problems Might Occur And What To Do If You Have An Issue?

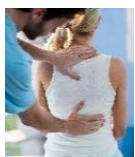
At Back-in-Action we really care about helping you make a rapid, safe, effective and long-lasting recovery. With our professional approach, the vast majority of people visiting us quickly improve and much appreciate the service we offer. However sometimes things don't go as well as either would like. We'd like to maintain a good working relationship with you even if there are difficult moments. If you do have a problem after a treatment, at any stage of your care, please let us know by contacting the clinic.

Your safety as a patient is a core value which is emphasised throughout the chiropractic profession - during undergraduate and post graduate training, by our national associations, professional regulators, within clinics such as Back-in-Action and by each individual chiropractor. Chiropractors have a high level of training which includes diagnostic skills allowing them to be a First Contact Practitioner. We are trained to be alert to problems you may have, that mean we need to adapt and use more gentle treatments or refer you to your GP or elsewhere, when necessary, for further investigations.

Generally, chiropractic care is very safe and effective. In fact, most side effects are positive effects—such as improved energy, greater vitality, better sleep and some patients even observe secondary health issues improving as well. However, as with all forms of treatment, there can sometimes be problems. Before we can start treating you, we need to let you know about some of the potential risks associated and how they should be handled, so you can give your informed consent, if you want us to continue with your care. Basically, consent is giving us permission to treat you, i.e. are you happy for us to proceed.

Please read this information carefully before your first consultation. This sheet is for you. We will need you to sign a separate form stating you are aware of this information, before we can start treating you.

Before beginning care, we'll talk you through what happens and the key issues we feel you need to be aware of, so that you understand the potential risks as well as benefits, specific to your needs. We probably won't be able to talk you through and anticipate every possible eventuality. This sheet covers the important stuff you need to know. Please feel free to ask us about any of the issues discussed on this sheet, if we don't raise them and if you have any concerns. Before deciding on the type of treatment to best help you, it's really important that you've told us about all your past medical problems and injuries.



Basic Background: Chiropractic means 'working with hands' from chiro (hand) and practico (practising). If you've not been to a chiropractor before, you need to know with much of what we do, we are going to need to place our hands on you, to be able to check your joints, muscles, ligaments, nerves, blood vessels etc and restore their function.

Before we start treatment, we'll need to perform a range of tests on you to confirm what the problem is and ascertain what style of treatment approaches might help you the most. Some of the tests we need to do are called provocation tests. This means that some of the tests we do may cause you discomfort. We'll aim to keep this to minimum.

Chiropractors use a range of treatments suitable for people of all ages and conditions from 0-99+, from the very fragile to the highly resilient. We are always happy to use different treatments to accommodate your need. We often will ask you to lie down, though if you can't, we can help you sitting or standing.



Depending on the problem we have to help you with, and the style of treatments needed, we may ask you to change into a gown. If needed, you will be given the privacy to do this.

New Patient Consultations and Reassessment visits vary from 30-60 minutes. Treatments are usually 15-20 minutes. You can also book a double appointment on request. Normally these are charged extra for.

We try not to keep you waiting or overrun too much. Usually we are running on time, sometimes ahead, we rarely will keep you waiting longer than 10 minutes but on occasion, circumstances may mean we are not running to time, and our aim is to keep you informed, if we can. It would be helpful if you could please allow us both a little leeway after your visits, just in case.



Aims of Treatment: The aim is to get you 'back in action and enjoying life'. You choose the health outcome that is important for you and between us we develop a plan of care to help you realise that goal. This involves deciding how we measure your progress, setting timescales and how to implement your plan.

Many times, for many people, the aches and pains can seem to resolve naturally on their own. Whilst respecting the natural healing time, Chiropractic care can often reduce the time you are in pain for.

It is likely that you might want more than a temporary resolution of your symptoms. Whilst aches and pains often subside, the underlying issues stressing that area may well be unresolved. Recurring areas of stress and tension around joints in the short term, may increase the risk of you experiencing aches, pains, injury, mobility issues and weakness. If the movement around a joint is out of balance, this can trigger pain sensors to fire. It also increases the likelihood of tissues in the area of being irritated, if you do more than they can cope with. Lack of proper use also creates weakness. It's a case of use it or lose it.

If the stress and tension is unresolved, your body tries to adapt. Like shoes rubbing, causing blisters and thicker skin building up, your body will try and protect the area. Longer term, if not dealt with properly, imbalanced movement increases the risk of changes that might lead to wear and tear (osteoarthritis), degenerated discs and trapped nerves. When severe these sometimes need surgical intervention.

The aim of chiropractic care is to help your joints, muscles, nerves and other soft tissues move well and to help you improve the function of your nervous system and the day-to-day patterns of posture and movement you use, to enable you to meet your goals. We also encourage you to help yourself with a variety of exercises and lifestyle advice to support and stabilise your improvement. It is a team effort.



Treatment Style: The strongest treatments we use we call 'Chiropractic Adjustments'. Some people love these and some people don't. Chiropractic adjustments are used to release tight joints and can often cause an audible 'pop', like when some people crack their knuckles. We undergo extensive training to know when it is safe and appropriate to do this and avoid it completely with certain conditions. For most people this is entirely safe when done with skilled hands and often gives a great deal of relief. If you don't like the idea, then we have plenty of alternative, equally good styles of treatment to help you. It is always your choice.

Response To 'Adjustments': Though a very safe and effective treatment when performed by a skilled health professional like a chiropractor, about 1 person in 10 may feel a bit worse for a short while after their first treatment, if stronger manipulative therapies are used. This may include a temporary increase in the original symptoms or local soreness in the area treated. These usually disappear within a few hours or



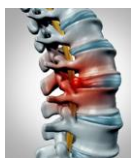
a few days at most. More rarely, some patients experience muscle and ligament sprain or strains. Both these problems can usually be easily relieved with appropriate use of ice or heat for a few days.

Chiropractors offer a range of effective and safe treatments both gentle and strong, to suit people of all ages and conditions. If you have a problem or concerns with a particular type of treatment it's important that you tell us, so we can change to a style which might help you more. Many people feel significant immediate relief from chiropractic treatment, though initially the duration of benefit may vary from a few minutes to a few days. Like going to the gym, repeat visits increase the probability of consistent results, to help you make stable, long-lasting improvements.

Fracture: With age in general or with certain medical conditions, a stronger type of manipulation, if applied to a very fragile osteoporotic bone such as a rib, could potentially result in a fracture. Again, we have a range of gentle and effective treatments suitable for all ages and conditions. Please tell us if you are aware of having any bone density issues or health problems that may impact the strength of your bones. Generally, we will probably want to use more gentle treatments with you as your body gets older.

Severe Pain: If you are very sore after a treatment, we would recommend you contact the clinic urgently for an appointment. This is an unusual response to chiropractic care and frequently implies either some kind of systemic inflammation, reactive compensation by the body in response to a deeper underlying issue, hyper-sensitised nervous system, hypoxia (low oxygen), injury or unrecognised medical condition. Whilst it is possible you may require urgent medical attention (see **Disk Problems/ Neck Manipulation/ Fracture/ Other Increased Risks**), for most people experiencing a severe response, we have the knowledge and experience to guide you through to recovery (see **Not Improving**).

Whilst we do our best to anticipate such reactions, because of your body's ability to compensate, they are not always obvious to predict. It's important to realise that whatever symptoms you are experiencing, it's your body's intelligent response to a problem it is attempting to deal with. The symptoms you experience are often a compensation rather than cause. These problems can build up like layers of an onion – layers of compensations. So, helping you recover from one problem can occasionally open up a 'Pandora's box' of other underlying issues. We do our best to help you work through these without reactions. Again, if you have problems, please contact the clinic to book an urgent appointment or return call and ask for advice.



Disk Problems: Lumbar disc problems can be very painful and worrying but are quite common and usually respond well to conservative chiropractic care. As a disc wears, the inner core can bulge or herniate into the spinal canal. The increased pressure on the area can affect the nerves that go down your leg causing combinations of back, buttock and leg pain. Sometimes weakness, numbness or pins and needles occur in the leg or foot. Symptoms in the leg are sometimes called sciatica or a trapped nerve.

For most people with disk problems, a course of treatment with a skilled chiropractor helps dramatically improve the problems and often helps avoid the risks associated with surgery but it can take some weeks to improve the symptoms. It may take several months to fully recover. Prognosis and recovery is usually good as long as you are sensible and carefully follow advice about your posture, lifting and bending, using ice and staying hydrated.

Spinal manipulation for lumbar disk herniation is very safe, especially when compared with other common treatments such as NSAIDS and surgery. The risk of spinal manipulation worsening an existing disk herniation is 1 in 3.7 million manipulations, which is very low. Your chiropractor is of course trying to help improve your condition and will choose treatments that they believe are in your best interest and will



modify their approach if you feel it is not suiting you. Gentler manipulation within your pain tolerance initially is often the best approach.

It is possible, that in the rare case of a very severe unstable disk problem, chiropractic care may not be able to halt the progressive deterioration and the problem worsens. If your disc problems are not settling, your chiropractor may suggest an MRI scan to confirm the nature of the injury. Some persistent or severe cases of disc herniation may require surgery.

In very rare cases, the disc material in the spine can prolapse and compress nerves that supply the pelvic organs and legs. This is known as **Cauda Equina Syndrome** and is regarded as a medical emergency. Immediate advice should be sought from your chiropractor or if unavailable the **A & E** department of your local hospital.

Symptoms of Cauda Equina Syndrome include: severe low back pain with sciatica down one or both legs, bladder dysfunction (a feeling of not fully emptying your bladder or becoming incontinent of urine), bowel dysfunction (not being able to retain faeces or a change in bowel function), numbness or altered sensation in the buttocks or between the legs, progressive weakness in the legs and/or feet and changes in sexual function with reduced sensation. Rapid assessment is vital to optimise recovery. Surgical intervention is very likely.



Safety of Neck Manipulation: Despite the occasional negative press, manipulation of the neck by a skilled health care professional, such as a chiropractor, is very safe. To rule out potential adverse events, we ask you many essential questions and complete an important set of safety checks before your first treatment. Some patients may however experience side-effects following treatment. These may include a temporary increase in the original symptoms, local soreness in the area treated, headache or transient light-headedness. These usually disappear within a few hours or a few days at most.

More seriously, there is an extremely rare disorder, probably genetic in origin, where the arteries in the neck are fragile. There are also other conditions where the arteries in the neck may not be functioning correctly. Such people may damage these arteries with common, everyday neck movements (by turning their head, reversing the car, washing their hair etc.), which in the worst case may lead to a stroke, which could result in serious neurological injury and/or physical impairment.

As part of your treatment programme, we may need to improve the way your neck moves. Though there have also been reported cases of stroke associated with neck manipulation, it has been demonstrated that even the strongest chiropractic manipulations do not place any more force on the arteries in your neck than would occur in normal everyday movements of the neck. Statistically the risk of occurrence of this problem is very rare, somewhere from 1 in 500,000 (0.0005%) to 1 in 8,000,000 (0.000000125%) of people – average one in a million (0.0001%). No cause and effect has been established between neck manipulation and stroke, and a similar statistical association is also observed among patients simply seeing their GP. This is probably because people with this problem seek medical help for apparent headaches and neck pain.

If you have certain underlying health conditions, you may be at an increased risk of stroke so it is important to tell your chiropractor about your complete health and medication history. Sometimes neck pain and headaches can be symptoms of a **stroke**, but this is very rare. If you are having any other unusual symptoms such as problems with vision, swallowing, speaking, walking, dizziness, fainting, nausea or numbness then please tell your chiropractor straight away, or if unavailable seek advice from the **A & E** Department of your local hospital.



In general, for most people, the benefits of neck manipulation far out way the risks. Skilled improvement of neck function is often crucial for helping bring relief to people with neck pain, headaches, some types of balance problems and many other conditions. The joints and muscles in your neck are particularly full of sensors. Research suggests these sensors have an important role in healthy nervous system function and are less active when the joints are tight. They are an important 'power station' for your nervous system.

Other Increased Risks: Certain medical conditions, injuries, surgeries and medications can increase the fragility of the bones, blood vessels, ligaments or joints and hence can increase the risk that certain treatments, exercises etc could aggravate your symptoms or cause you serious harm. Such problems may for example include increased risk of **dislocation** if you have lax ligaments, or internal **bleeding** or skin damage if you are on certain blood thinners. This is why it is important for you to fully disclose your full medical history and range of symptoms and to keep us informed if you are concerned during treatment. If we have any doubts, we will refer you for medical tests or scans. With the right gentle approach we can often still help people who are fragile, who need the type of pain relief, chiropractic can offer.

Sometimes individuals have underlying problems (old injuries, inflammation or instability etc.) which can cause a severe reactive compensation to treatment intervention. As we help restore normal function to one system, a deeper underlying problem can emerge, causing unwanted symptoms (opening a Pandora's Box!). While we do our best to help foresee the risk of these occurring, we cannot always prevent them.

These types of reactions often resolve with the appropriate intervention such as using dietary change in case of systemic inflammation due to food intolerance; stabilisation belts for areas of joint instability; foot orthotics, heels lifts or sitting ergonomic devices for structural asymmetries. Exercises may be applied to help restore normal neurological function. If you have any unusual reactions to treatment we need to work out their cause and modify the style or intensity of treatments, you are receiving. If you are not improving within the normal expected time, we will recommend you seek a 2nd opinion from another medical professional and tests.



Chiropractic Soft Tissue Treatments: To help you get better, your chiropractic treatment may also involve work on your muscles, fascia ('cling film' stuff that wraps around your bones and muscles), nerves and organs. If these are tight and the sensory feedback from them is causing problems, then techniques to release them will eventually help you feel better.

If you have a medical condition or are on medications affecting these soft tissues, or they are sensitive because they are inflamed or damaged for some reason, then the working on them may injure the area or aggravate your condition, increasing inflammation. Please tell us if you'd rather us not treat you in some areas. If you are happy for us to proceed but are very tender during treatment or bruise easily, please let us know so we can modify the technique. Generally, most of these techniques are safe providing we are aware of problems and keep the pain levels down as we treat you.

Theoretically the techniques could damage the blood vessels and soft tissues if those areas are particularly fragile. Sometimes there may be **bruising** or irritation to the skin, that may last a week or 2.



Visceral (Internal Organ) Techniques: It is possible that despite an apparent clear history and examination, you may have an already existing serious malformation or underlying pathology such as an aneurysm or tumour that we are not aware of. It is possible that by performing visceral manipulations (organ 'adjustments'), despite our care and attention, we may damage already fragile tissues or unduly delay you seeking treatment for a more serious complaint.



With visceral (internal organ) work to the intestine, there is a theoretical increased risk of infection of the blood (**septicaemia**) – as pressure on the organ might allow bacteria to enter the blood stream. If you have an underlying disorder such as Coeliac, Diverticulitis, Hernia, Ulcer or other medical disease, it is possible visceral techniques might irritate the area or aggravate symptoms.

Sometimes there may be a reaction to treatment with these techniques, as like any treatment they can potentially open a ‘Pandora’s Box’ of issues underlying the problem (see **Other Increased Risks**).



Experiencing Pain Between Visits But Not Immediately After? Unless you experience an immediate increase in pain or very soon after treatment, it is probable that you have (inadvertently) managed to strain it yourself. Please be careful – especially after treatments or if you’ve had a recent flare up - with your posture and movement whilst lifting, bending, sitting, head hanging forwards etc. as these can stress the injured area. Sprains and strains can be easily re-injured within the first fortnight. Nerve problems can be aggravated if you abuse your newly acquired range of movement and are practising poor posture. It’s important to stay active but for recent injuries it’s also wise to listen to your body: avoid pain and prolonged activities. Avoid poor posture.

When an area has been stiff, the muscles rapidly weaken around that area (at up to 4% a day). The treatment restores the movement and switches the muscles back on, but it takes a while (months of normal activity) for your body to really build up strength again. Please be careful especially with lifting and bending in the first few months – it is important that you don’t mistake feeling better for being fully fixed and reinjure yourself. We can offer guidance on gradually building your activity safely.

Worse after Exercises or Problems Following Applying Advice: As part of your treatment programme, we may introduce various exercises, postural advice and nutritional recommendations to try and help you recover. Please refrain from applying the advice if it proves to really aggravate your condition. Usually, we suggest for example, with the exercises, rather than stopping entirely if you have a problem, to first try doing them more gently (smaller, slower, more relaxed movements, or less repetitions) and to work at about fifty percent of your maximum pain free capacity and to see if that helps.

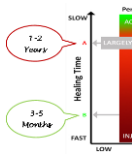


Not Improving: If you’re showing no signs of improvement within 6-8 visits, we may recommend you see your GP for medical investigations or recommend you for diagnostic imaging. For example, sometimes people have abnormally shaped bones, or there may be changes in bone or soft tissue shape which are compromising nerves or blood vessels. Please feel free to discuss the possible benefits and risks of X-Rays and other investigations with us.

Some people may benefit from surgical interventions to correct these or procedures such as replacement hip or knee. It is also possible that you may have an unrecognised medical condition. We are trained to be alert to signs of these and refer you to your GP. We can discuss with you whether to write you a letter to your GP would be helpful. Obviously, we depend on your complete disclosure of your full medical history to perform our job completely. Once medically treatable problems are ruled out, then a second course of chiropractic treatment may be appropriate.

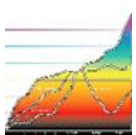
Whilst chiropractic care offers a fairly complete system of care, some underlying problems may be best approached by referral or with a co-management strategy. Depending on the nature of your problem or whether you want to try an alternative to chiropractic, you may benefit from seeing someone else with professional expertise: massage therapist, sports injury therapist, physiotherapist, an acupuncturist, Alexander teacher, Bowen therapist, CranioSacral therapist, hypnotherapist, osteopathy, podiatrist or rehabilitation therapist. Occasionally an underlying cranio-dental issue may benefit from orthodontic referral it is preventing your system from reaching a healthy adaptive state.





Why Might You Make Slower Progress? There are many different reasons that might make your healing time longer including: if you are older, had the pain for longer than 3 months, have had multiple reoccurring issues or if the pain has been intense. It will also take longer if your health is poor, you are too sedentary or too active, if you are frail or if your physical work is demanding and you have a highly stressful life. Healing time is often increased if your problem is complex, you have multiple weakness patterns, you have significant joint wear and tear and if your posture is asymmetrical.

Other things that prolong healing time are if your diet or environment is toxic, you have poor blood flow, you smoke, have many health conditions, many past injuries or multiple past surgeries. Slow healing is more likely if you have poor sleep patterns, mental and emotional stress, have a negative attitude or are not inclined to help yourself with exercises, lifestyle guidance or able to return for regular follow up visits.



Treatment Programme: Most people seeing a chiropractor benefit from regular treatment initially. Some individuals appear to have a 'miraculous' 1st visit experience and think chiropractic is wonderful. Other people come in once or twice, feel better for a while, assume they are fixed, and think their chiropractic hasn't worked when their condition returns.

Chiropractic is more like going to the gym. Being fit and active enough to cope with life and prevent future problems isn't likely to happen if you only go once or twice. Whilst it's your choice how often you come in, we're more likely to help you get better, more consistent results if you follow through with regular course of treatment.

Ideal treatment frequency is usually twice a week for 1-3 weeks whilst you get less than 4-5 days relief from your treatment, or your pain levels are 5 or more out of 10. People with very severe pain problems (8+/10 pain) may benefit most from 3 treatments a week for 1-3 weeks.

Once you are feeling good for 5 days or more and your pain levels are 4/10 or less but you are still not confident to do all you want to do, then to boost your resilience and help you make reliable progress we suggest a treatment frequency of once weekly is most optimal.

As you improve further, your visits can gradually spread too fortnightly, then monthly. Most people need 4-8 treatments in the first 6 weeks to recover from an acute problem or flare up, followed by 3-6 months of ongoing regular care to tackle underlying issues, with an average of another 4-8 visits. Most people ideally need about 8-16 visits over 4-8 months.

Some people will need less, and some people may need a lot more (See **Why Might Your Progress Be Slower?**). If you have a lot of issues, that have built up over many years, realistically it might take 1-2 years to restore and stabilise your function. Whilst many people find relief within weeks, even for someone young and healthy, physically fit and active, with problems for the 1st time, you're looking realistically at minimum of 3-5 months to properly heal, restore and optimise function to significantly reduce risk of reinjury and deterioration. A lot of that will depend on how active you want to be and your lifestyle.

We are here to help you whatever your motives and ambitions whether it is short term pain relief, enhance your performance, long term wellbeing or simply enjoy life the way you want to be and live it comfortably.

If you are not improving within 4-8 visits we need to consider whether you will need medical tests such as blood work or scans. The vast majority of people we see respond well. But it's not about what we do, it's as



much about what we can help you learn to help keep your system functioning better. We are subject to many stresses each day. 1 is permanent. Gravity. Is your body dealing well with gravity?

As a chiropractor we say our job is to help you age gracefully, to help you keep your quality of life good, throughout your life. Many people, especially those who have had a history of recurring issues, find 3-4 chiropractic follow-up visits a year is good for them. Some people find monthly follow up care more beneficial. Like dental check-ups these 'Top-up' chiropractic treatments help you stay on track and enjoying life. If you are a driver, they are basically like having your car serviced and MOT'd. How many people find it easier to spend more on their car's health than on their own health?

Once we have built up a good working relationship, understand how your body works and what we need to do to help get you better and stay better it becomes easier for us to help you. We offer a range of payment options for treatment including discounts for bulk purchase and cheaper rates for people who come in regularly.

Withdrawal of Consent: You can withdraw your consent at any time. If your health circumstances change, we may need to discuss the types of treatment you are consenting to. Consent for chiropractic care is often an ongoing negotiation. Depending on how you are feeling and the severity of tissue damage we may need to adjust the treatment approach from visit to visit. We will often ask you throughout the treatment, "Are we okay to do this? Are you okay with this? Do you want us to go stronger or gentler?" Etc.



Complaints: If you have a problem, if you feel you can, it's best first of all to discuss things with your chiropractor. If you feel you need to take your problem further, we have a Practise Complaints Procedure to help resolve problems quickly. Most problems are best dealt with when they arise. However, if you wish to make a formal complaint then please do this as soon as possible, preferably within a few days to enable us to address the matter promptly. Initially we will aim to investigate your complaint through the clinic, and we are obliged to let our insurers know of any such complaint. To learn more about our process please check out our website or enquire at reception.



If you are not satisfied with the response you receive to our complaints procedure and you have seen Louis Westerbeek you can contact his professional association, the British Chiropractic Association, 40 Cranmere Avenue, Tettenhall, Wolverhampton, West Midlands, WV6 8TS, Tel: 0300 302 0332 or E-mail: enquiries@chiropractic-uk.co.uk, which will investigate the complaint on your behalf.

If you see any of our other chiropractors or therapists and are not satisfied with how our internal complaints procedure worked for you and you want more information, please contact the clinic (01772 749389 or email reception@back-in-action.com) for details about their professional associations and/or insurers.



If the complaint against a chiropractor remains unresolved, or the allegation is extremely serious, you may refer the matter to the profession's statutory regulator, the General Chiropractic Council, 354 Gray's Inn Road, London, WC1X 8BP Tel: 020 7713 5155 or by E-Mail: enquiries@gcc-uk.org.

Your Data: We ask permission for what we do with your data on your New Patient Form. For more information on our Privacy Policy (<https://back-in-action.com/about-us/keeping-information-safe>) please see our website or ask for a copy.



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Summary: Treatments provided by Back-in-Action, including spinal adjustment, manipulation and/or mobilisation and the various muscle and soft tissue therapies; have been the subject of much research, conducted over many years and have been demonstrated to be appropriate and effective treatments for many common forms of spinal pain, pain in the shoulders/arms/legs, headaches and other similar symptoms.

The aim of treatment provided at Back-in-Action is to contribute to your overall well-being.

The risk of injury or complication from manual treatment is very often substantially lower than the risk associated with many medications and other treatment options often offered for such conditions.

Your chiropractor will talk you through the treatment beforehand and highlight the main potential risks as well as benefits that they are aware of and think you need to know, so that you further understand what you are getting into, before you finally agree to starting treatment.

This information sheet covers a greater breadth and depth of the information than we may be able to explain, and you may be able to take in, during the consultation. Again, if there's anything on here you want to particularly bring up or think it's important for us to know, please say.

Please can you also keep us up to date on any new injuries, accidents or changes in your medical history.

If you have any further questions, please speak to your chiropractor. **If you are happy to proceed with treatment, please sign the consent form on your questionnaire. Either way, please remember to sign your consent before starting treatment.**

