



Ebrook Osteopathy and Sports Clinic

New Patient Information

Welcome to Ebrook Osteopathy and Sports Clinic. Thank you for choosing our team to help you through your aches and pains.

We're a team of specialised healthcare professionals ready to help you feel the best you can in your body, and achieve your health and fitness goals.

Here's all the information you need for getting started.

Arriving at Clinic

Our clinic is located at 3 Coleshill Street, at the top of Trinity Hill. Often referred to as "the top of Sutton", or the Historic High Street, you will probably recognise our building if you're a local. The front is distinctive, covered in wisteria vines, so we're easy to spot. To the right of our building there is a brick archway which provides access to our car park.

If your car is too large to make the turn, please come down Midland Drive and turn in at Tudor Court. If you follow the small driveway around, you will find yourself in our car park, where we have 5 signposted spaces for patients to use.

There is additional parking in a small pay and display off Tudor Court, or 1 hour free street parking on Midland Drive.

The clinic is also easily accessible by bus and train, being only 3 minutes' walk from Sutton Coldfield train station.



Our Team

When you first arrive at clinic, you will be greeted by our team. Our receptionists are in charge of greeting patients and getting them settled in. You can arrive for your appointment a little early and relax in the waiting room with a cup of tea and a magazine. When it's time, your practitioner will come to greet you and show you to the treatment room.

At the end of the treatment, your practitioner will bring you back to reception to settle your invoice and collect any receipt information you may need. You will be pleased to learn most of our treatment costs can be reclaimed by patients against private health insurance.



Your First Appointment

At your first appointment, your practitioner will spend some time getting to know you and your condition. They'll ask you lots of questions about your pain, and about your general health. We need this time to get a good idea of the presenting complaint, and use the information gained to plan our clinical testing. After running some strength and movement tests, your practitioner will explain what they think the problem is, and detail their plan for helping you back to health.

The first appointment will include manual treatment, if the practitioner decides it's appropriate and safe. They will run through the benefits, and any risks associated with the treatment options they outline to you before getting started.

At the end of the appointment, your practitioner will probably give you some homework to be getting on with before your next appointment. This can include altering your working habits or posture, but almost definitely will include some stretches and strengthening exercises to reinforce the effects of the treatment.

What to Wear

We advise patients wear something that they feel comfortable in. Most patients are happy to be treated in their undergarments, where the practitioner will use towels to cover up parts not being worked on, but we understand everyone feels differently.

The main thing is that you feel comfortable, so if you want to bring shorts or leggings to cover up, that is of course fine!

After Your Treatment

If you've had a particular problem for a long time, you might feel a little tender after your treatment. Try not to worry; this usually only lasts for 12 to 24 hours and is a result of working on long-restricted parts of the body. Your practitioner may give you some advice on how you can help yourself after treatment including using an ice or heat pack, having a relaxing bath, drinking extra water in the day, or trying to stay mobile.

Our team are here to help; if you have any concerns after your treatment we're on hand to answer your questions. Just call or email and your practitioner will get back to you on their next break.



Cancellation Policy

We're in the business of helping people to feel better, so we take as many steps as possible to make sure you remember your appointment with us. We send a text reminder the day before your appointment to give you a final opportunity to let us know if you can't make it. If you need to cancel for any reason, please call us. We can normally accommodate your appointment at another convenient time, or add you to our waiting list for a cancellation slot.

We do ask that you give 24 hours' notice of any cancellations, so that we may offer your time to another patient. We regret that in circumstances where 24 hours' notice is not given, a cancellation fee of the full appointment price will be added to your account with us, and no further appointments can be made until the invoice is settled.

If you need any more information, please don't hesitate to get in touch!

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