

Important Information

Please read *before* coming for your appointment!

Your appointment time

Please leave plenty of time to reach the practice and park—worrying about being late can transmit to your child, and make them anxious. Cheltenham can be very congested at times, and has a complicated one-way system. You may find it helpful to use the park and ride system if coming from The North or West - set down is only about 200m from the practice. Although we will do our utmost to give you all the time necessary; if you arrive very late for an appointment we may have to shorten the time available in fairness to other patients

Cancellations

The nature of the practice means that appointments are booked a long way ahead. Short notice cancellations are sometimes unavoidable, so please note our cancellation policy. ***“Appointments cancelled more than 5 working days ahead, no further charges will be levied. If your appointment is cancelled with less than 5 working days notice, then there will be a charge of 50% of the fee quoted unless we are able to fill the appointment.”***

Disabled Access

The practice is located in a listed building that includes several flights of stairs. If access may be a problem, please speak to our staff well ahead of the appointment.

Refreshments

We are able to provide refreshments whilst you are with us, and have mineral water available in reception. We do ask however that you do not consume food whilst in the practice.

Items to send back **BEFORE the appointment**

- Please fully complete the parents questionnaire enclosed, and return it ahead of the appointment so we can prepare appropriately for our meeting.
- Please pass the teachers questionnaire to your child's class teacher, and ask them to return this ahead of the appointment
- Please also enclose *copies* of any reports you have, such as those from educational psychologists, occupational therapists or special needs teachers

Items to bring with you **ON THE DAY**

- If your child wears spectacles, make sure you have them with you!
- Please bring some samples of your child's handwriting—some school work books would be ideal (they can be taken away after the appointment)
- A selection of photographs of your child, ideally taken throughout childhood, and showing his or her eyes (again, these will not be retained after the visit)

Reports on the visit

We will normally provide a comprehensive report of your visit, with recommendations and advice after the event. Typically, you can expect to receive this about four weeks after the appointment.

Do I stay with my child?

It is helpful if both parents attend the appointment, and we do like you to remain throughout—you will probably find the opportunity to watch your child working very helpful! However, please do not bring siblings with you - they can be a major distraction, and space in the practice for waiting can be limited.