

## **London School of Osteopathy Patient Forum**

### **What is the London School of Osteopathy Patient Forum?**

The Patient Forum brings together volunteer patients who are interested in getting involved in discussing the clinic and helping shape the services we provide to patients along with improving the education of our students.

### **Can anyone join the London School of Osteopathy Patient Forum?**

Anyone who has been a patient of the London School of Osteopathy and has had one or more appointments in the past 18 months is eligible to take part in the forum. Patients under the age of 18yrs are not able to take part in the forum however a parent or carer is welcome to represent the patient.

### **Will the forum discuss medical or personal details?**

The discussions and questions asked will not be specific to an individual. Unless it is stated the discussions will not be about specific conditions either. The aim of the forum is to help guide improvements made in the delivery of services, so individual specific issues will not be appropriate for discussion.

If you have a question or something that you would like to discuss that is specific to your individual circumstances, then we would suggest that you ask to speak to a Clinic Supervisor before or after your appointment.

### **How will the feedback gained in the sessions be used?**

The feedback will be used to improve the delivery of the services to patients. As a teaching clinic our students are taught to understand the importance of patient focused care and patient feedback is used to inform our students' education.

### **How will you use my contact details?**

The patient forum is run by the London School of Osteopathy. The team running the forum will hold your contact details, address, phone and email address but no clinical information. Your personal contact details will never be shared with other patients or outside parties.

### **How much time do I have to commit?**

The online forum aims to last around 45 minutes. In person discussions will last around 1hr. You do not have to commit to taking part in more than one forum or patient focused activity.

**Where can I find out about what was discussed at the online patient forum?**

A summary of the online forum will be available via our website. No patient details will be shared in the document.

**Who from the LSO will take part in the patient forum?**

A member of the senior management team will lead the discussions. All members of the LSO team taking part will be introduced prior to the session, and may be drawn from the teaching or support staff (which includes administrators and receptionists).

**Who do I contact if I have further questions?**

If you have any queries please speak to the Clinic Reception Team or email them at [lsoclinic@lso.ac.uk](mailto:lsoclinic@lso.ac.uk).