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PATIENTS GUIDE

As people turn increasingly to natural medicine the challenge for today's practitioner is to come up with a compromise between slow-but-thorough cure and quick fix. Expectations often relate to orthodox medicine still, but complementary medicine is different, and so is each practitioner. This is a basic information sheet for my patients.

MY APPROACH

I come from a medical family and qualified as a doctor in 1985. Serious illness, which taught me a lot, led me into homeopathy which I have practiced since 1991. I have also studied other methods such as healing, herbalism and the Gerson Therapy.

I provide a private, consulting outpatient service. My aim is to get to the cause of the problem whilst being realistic and flexible. Understanding the cause usually opens up treatment options and makes cure (rather than control) more possible. It is important that my patients share in this understanding, so they know how to stay well in the future. I favour naturopathic methods but do advise orthodox investigation or treatment sometimes. I may also suggest 'homework', which can be changes to make or questions to answer. This is important as **a correct prescription can depend on a minor detail.**

TREATMENT

I use these synergistic treatments mainly:

Nutrition is important for most of us as our bodies are depleted and toxic, reflecting our environment. Food intolerance is another common problem. Nutritional treatment alone sorts out many problems

Herbs are nature's drugs. Many actions are possible and they are mainly physical in their effects, can be powerful and should be taken diluted in water or juice (before food is best)

Homeopathy works on the subtler aspects of the body. That said, this approach can be the most curative in my experience. Although homeopathic remedies need to be very carefully chosen just one dose can have a profound and lasting effect. **Homeopathic remedies should be taken at least five minutes away from anything else in the mouth**

There may be many treatment options and it is not always best to do everything at once. The most powerful interventions can be the most minimal in fact. Remedies need to be reviewed every so often to keep pace with the changing body.

RESPONSE TO TREATMENT

Reactions often start in a general way (energy, wellbeing, resilience etc) rather than on the specific symptoms. They evolve over time and the more ingrained the illness, the longer it will take. Quick results may be possible but will be short lived if the cause persists. The ideal is to restore full health, which is a positive state of wellbeing, not just the absence of symptoms.

Although the benefit is often broader than expected it can actually go unnoticed ("when the shoe fits we do not notice") so the more attentive you are, the better.

A few people experience a healing crisis, a stir-up resolving into lasting improvement. It can be emotional or physical, often with old or flu like symptoms, and is usually over quickly. This is best managed supportively. **Please contact me if you have a bad reaction.**

Acute (short term) illnesses can often be sorted out in one or two sessions.

Chronic problems need a different approach as internal compensatory mechanisms are involved. These cases need a strategic approach and progress is slower and cumulative. **It may be tempting to stop treatment when the symptoms disappear but usually more treatment is needed** to deal with the underlying cause (think of the hidden part of an iceberg). Typically, someone with a chronic illness needs to be seen every few weeks at first, then less often.

FOLLOW UP

It may be possible to do some follow up work by phone or Skype but face-to-face work is better. **At each visit I need to know in some detail what has changed.**

CONFIDENTIALITY

My notes are strictly confidential, by law. It is good medical practice for me to write a short letter to your GP although I will not make contact with anyone at all without your consent.

FEES, TERMS AND CONDITIONS

I charge £160-185 for the first consultation and £80-95 for follow ups, depending on the location and whether it is a Skype call. Remedies cost £10-20 for one month's supply typically.

Payment is due at the time of the appointment and the **S Kensington practice takes cash or cheques only** (payable to 'Charles Innes'). St Margaret's takes cards too. I do not operate an invoicing service. **Cancellations with less than 24 hours notice and non-attendances are charged at the full fee.**

INSURANCE

I am approved by most major medical insurers, who may require your GP's referral.

YOUR FEEDBACK

I welcome feedback about all aspects of my service. In particular, if you are unhappy about something please let me know. You have the right to complain in the knowledge that the quality of your treatment will not be compromised and to expect a fair and prompt response. If you have any ideas for improving things I would like to know also, they may be easy to act on.

OTHER TREATMENTS

Complementary medicine is not a total substitute for conventional treatment and you should maintain contact with your doctor(s) as normal. Remedies usually can be taken alongside other treatments, including orthodox ones, but it is important that each practitioner knows what other treatment you are having.

COMMUNICATION

I can be contacted between visits with simple queries and problems though if it is likely to take any time please book a proper appointment or telephone appointment. If I am away please contact reception for help from a colleague.