

## FREQUENTLY ASKED QUESTIONS

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**Please can you refer to my website or this handout first before contacting me with questions as many of the answers will be there. If after looking at my website & reading through this you still have any questions please contact me.**

### Before the consultation:

#### **What is the difference between a nutritional therapist and a dietitian?**

**Nutritional Therapists** must meet the National Occupational Standards for nutritional therapy and are regulated by the CNHC. Nutritional therapy encompasses the use of carefully compiled individual prescriptions for diet and lifestyle in order to alleviate or prevent ailments and promote optimal health. These recommendations may include dietary advice, guidance on natural methods to support digestion and absorption, the avoidance of toxins or allergens, detoxification support and the appropriate use of supplementary nutrients.

**Dieticians** work principally in the National Health Service and are regulated by the Health Professions Council. Their professional body is the British Dietetic Association. A dietitian uses the science of nutrition to devise eating plans for patients to treat medical conditions. They also work to promote good health by helping to facilitate a positive change in food choices amongst individuals, groups and communities.

#### **How much do the sessions cost?**

This all depends on which clinic you come to. The Essex clinics are £95 for initial consultations & £85 for follow ups. The London clinics are £125 for initials and £95 for follow ups, apart from the Sloane Square and Canary Wharf clinics which are £195 for initials & £165 for follow ups.

#### **Are there any other additional costs?**

If you require a longer initial consultation with me of one and a half hours this will be £125 for the initial in Essex, £165 in the London clinics, apart from Canary Wharf & Sloane Square which will be £265. The same goes for the follow up, if you require a longer follow up of one hour this will be charged at £95 in Essex, £125 in London, apart from Canary Wharf & Sloane Square which will be £215, this is normally for more complex cases.

If you require genetic testing there is an additional charge of £150 on top to analyse the results and produce a report for you that accompanies your nutritional plan, as this will take up to 6 hours to produce. This is in more complex cases usually, unless you express a particular interest in doing this. Otherwise any other test reports (from functional testing done privately) will be £30 per analysis in addition to the consultation fee.

### **Do you offer different packages?**



Yes we do. There are 5 options depending on your budget which you can find on my website- A bespoke plan with no consultation on a chosen area of your choice- £45, an hour consultation with a basic plan- £95 (**Essex areas**) or £125 (**London areas**), an hour consultation with a more in depth plan & handouts- £125 (**Essex areas**) or £155 (**London areas**), or the gold package- £475 (**3 consultations & 3 detailed plans with handouts, email support, Revital discount card & entry to a talk for you & a friend**)- please see my website on the packages page) or the Platinum package- £625 (**same as the gold package but with extras- please see my website on the packages page**).

### **Do you require a deposit for the booking?**

Yes we do. This is for peace of mind for both parties in the event of cancellation.

### **What payment methods are accepted?**

Payment is by cash, cheque, bank transfer or Paypal only.

### **What is your cancellation policy?**

24 hours minimum. Please see my terms and condition form on my website that you downloaded for further information.

### **Is there a charge for cancellations?**

If the appointment is still being honoured then the full consultation fee is not charged, but the holding deposit will be retained. If the appointment is not being honoured the full consultation fee will be charged. Please see my terms and condition form on my website that you downloaded for further information.

### **Are the services covered by private health insurance?**

Some insurance companies will cover Nutritional Therapy specifically such as Shield and Pru Health. Please contact your individual provider to ask if this is covered. It may be possible to get a referral from your GP also. Please talk to them regarding this.

### **How many consultations will I need?**

A minimum of 2 sessions is recommend (an initial & follow up), but for more complex issues & weight loss we may see you for longer, as these can take more time & patience. The average amount of sessions is 4.

### **Do you offer telephone and Skype consultations?**

Yes we do. Skype is preferred where possible

### **Do you offer home visits?**

Yes we do. Only where the patient is physically impaired, or in the event where one of the clinics is fully booked and a room is unavailable.

## **Do you recommend diagnostic tests?**



Yes where this is appropriate and it will aid getting to the bottom of the issue faster. Where this is not affordable we can work to address the issues still, however it may take slightly longer as there is a little bit of trial and error involved in the beginning. Where possible I recommend tests that are covered on the NHS.

## **Can I get food intolerance testing or other private testing through my GP/private health insurance?**

Unfortunately no, these tests are only available from the labs I work with that specialise in these tests and they are not available on the NHS as of yet.

## **Will you recommend supplements? Can I not just get everything I need from the diet?**

Yes supplements are normally recommended as these form 50% of the nutritional programme. Sadly our food today is not as rich in minerals as it used to be and due to us having very hectic lives we either do not absorb as well or do not eat as well as we should, which leads to various deficiencies unfortunately.

## **How long do I have to take supplements for?**

Initially you may have to take supplements anywhere between 3 months to a year depending on the complexity of your case and the treatment needed. Then after your treatment there may be a few supplements that are recommended as a preventative measure.

## **Can I take cheaper brands of supplements from places like Holland & Barrett or Boots?**

It is not advised as these are not well absorbed and contain many toxic ingredients in fact. The best supplement brands are Thorne Research, Allergy Research, Biotics Research, Nutri Advanced & Biocare which are the ones I use regularly. I may use Lamberts and Higher Nature where the budget is tighter.

## **What if my budget for supplements is tight?**

If you could please inform me if you are unable to spend a lot on supplements or tests as there are ways around this.

## **Will your programme be difficult to follow?**

It may be challenging initially but we do everything we can to make it as easy to follow as possible with many recipes & meal & snack ideas. We provide many alternatives where certain foods are excluded again to make things as similar to the original diet where possible. Some food plans will be more challenging than others depending on what needs treating.

## **Is it safe to see a nutritional therapist if I am on prescription medications?**

Nutritional Therapy can work safely alongside medication and may even help minimise the side effects or deficiencies caused by these. During the first

consultation we will discuss what medication you are on to ensure our recommendations are appropriate. **\*Do not stop taking any medication without speaking to your GP first.**



**Is my personal information kept confidential?**

All consultations and personal information are kept strictly confidential.

**How long will it take to solve my problem?**

A good way to look at this is for every year you have been experiencing an imbalance it takes a month to completely correct it – so for example 10 years would take 10 months. Remember it took you a long time to get to this point & did not happen overnight! However on a positive note...there are many conditions where we have witnessed a far quicker turn around.