ANP Association of Naturopathic Practitioners

The ANP Practitioner Handbook & Code of Ethics

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ANP Practitioner Handbook & Code of Ethics

This handbook has been written as a general guide for the professional conduct of ANP members.

The information in this handbook applies to all members of ANP, regardless of their specialism (Naturopathy, Nutrition, Herbal Medicine, Homeopathy, Acupuncture, Health Coach or Natural Chef).

ANP members are personally accountable for their professional activities and must practice appropriately upholding the professional standards outlined in this handbook when working with clients.

The Right to Practice

The ANP practitioner must abide by the law of the country in which they practice. Naturopathy is not regulated by statute and members must follow the general law to ensure safe practice when working with clients.

The Practitioner and Client Relationship

The relationship between the ANP Practitioner and their client is contractual.

Naturopathic Practitioners are responsible for using their skills derived from training and experience and are required to take care when working with clients.

Clients in return will pay the practitioner their agreed fee. Fees between the Practitioner and clients should be agreed upon before any initial consultation.

Before a consultation Naturopathic Practitioners must take care to explain what is involved before seeing a client. This may include advising the client on the following (depending on the practitioner's scope of practice).

- Questionnaires/intake forms/food diaries
- Engagement/Commercial Contract
- Fees – e.g.: initial, follow-ups' & packages
- Length of consultation
- Functional tests and Supplements
- Payment and cancellation policy
- Privacy Policy
- Consents Form

Some Naturopathic Practitioners, especially those charging packages will use a 'Terms of Engagement' or 'Commercial Contract' that provides mutual protection and outlines the remit of the practitioner and services provided. An example of a Terms of Engagement Contract can be found in the ANP members area under 'downloads'. It is the practitioner's responsibility to ensure this is modified to fit their scope of practice. Additional templates can also be found in the 'downloads' section.

Fees

Most Naturopathic practitioners will work in private practice. Each practitioner will set their fees based on experience, market conditions and their general judgement of their services.

Professional Titles

ANP members can use the abbreviation **mANP** after their name.

All ANP members (apart from Natural Chef and Health Coach members) have automatic membership with The General Naturopathic Council (GNC) and can use the abbreviation **mGNC** after their name apart from Health Coaches and Natural Chefs.

For example: **Registered Naturopath Joe Blogss, mANP, mGNC**

GNC Membership

The GNC is the regulator for Naturopathy in the UK. ANP members are automatically enrolled into The GNC, and advertised on The GNC's 'Find a Practitioner' page: **https://gncouncil.co.uk/find-a-practitioner/**

ANP pays The GNC a portion of each member's fees on their behalf. This is a fee incurred by ANP to ensure members have dual memberships.

If you are a member of any other professional organisation, you may use any relevant title or qualification, provided that the title or those qualifications are not in any way used to mislead the public.

Advertising ANP membership to the Public

ANP members must use the ANP membership logo on all forms of advertising and marketing for their clinical practice. This includes websites, social media sites and promotional materials.

The ANP member badge can be found in the member's area. When displaying this on a website, members should also hyperlink back to the ANP website: **https://theanp.co.uk**. By linking back this will improve both the practitioner's and ANP's SEO ranking.

Members of the public who would like to consult a Naturopath should seek ANP-registered members as a mark of quality, professionalism and conduct.

Consent

It is good practice that a Naturopathic practitioner fully explains any treatment in detail to ensure the client understands what is involved, and consent is either expressed or implied.

Naturopathic practitioners must accept that a client is entitled to refuse treatment or advice. Naturopaths must follow the code of conduct about working with minors.

Natural medicine of any form does not constitute 'conventional medicine'. Therefore, Members must refuse to give a consultation to a child under 16 years of age without signed consent from a parent or guardian confirming they have been informed of this fact and understand its implications. A parent or guardian must always be present during any consultation or examination of a child under the age of sixteen and sign a consent giving their permission.

Maintenance of Client Records

ANP members are required to hold accurate and comprehensive records on each client as part of managing their practice.

Client case notes and records should be kept securely for a minimum of 7 years after cessation of consultations.

If client records are stored electronically, members will need to act according to The Data Protection Act 1984 with the Information Commission's Office (ICO). Members who store client records online must register with the ICO at **https://ico.org.uk** and pay the annual fee.

Ensure Client notes, as a minimum, include:

- Name, address, telephone, email details, date of birth, dates of all consultations along with details of advice/ recommendations given on each occasion
- Type of consultation e.g. in person, on-line, telephone
- Details of the Client's medical history and medication along with the name and location of their professional prescriber
- Dates and details of referrals and consultations to a GP, Hospital or other Healthcare Provider

Client Confidentiality

ANP members are expected to always keep client details confidential, however, there are exceptions as outlined below.

ANP members should not disclose client details to any third party without the client's consent unless such information is required as per the exceptions listed below.

Exceptions to confidentiality

You may only disclose confidential information about your client without their consent if you are required to by a court of law, or other legal authority, or if to do so would be in the public interest.

- The Client agrees to the release of confidential information i.e. in the event of the Client being referred-on to another Practitioner
- Where express permission is given by the Client, with full knowledge of the nature, extent and purpose for which their information will be used
- When a member, with the Client's consent, utilises the services of a qualified Locum
- When a Law Enforcement Agency, or Court of Law formally requires disclosure
- When a referring agency or GP requires a report, a copy must also be made available to the Client
- Where in the Member's opinion, the Client's state of mind endangers his or her own life or health and/or the life and health of any other person
- Where the Client admits to being, or having been involved in, a crime
- Where the Member discusses the case with another Practitioner e.g. as part of their training, or for a secondary opinion, and the Client's identity is protected



General Data Protection Regulation (GDPR)

All members must acquaint themselves with GDPR which sets out the requirements for handling personal data.

As part of the GDPR, a client should be given a choice over whether their data is collected for the purpose of sharing case histories.

ANP recommends that members seek the consent of their clients when sharing any case histories used for training and mentoring, even when the client's name, address and contact details have been removed for privacy reasons.

Members should have their own data protection and privacy policy listed on their website. An example template can be found in the ANP members area.

Limitations on the Scope of Practice

Naturopathic practitioners must ensure their services are within the scope of their training. It is the practitioner's responsibility to be aware of the limitations of their professional competence and work within this.

This may involve:

- Taking a case history
- Physical and clinical examinations
- Checking contraindications
- Putting together a suitable Naturopathic plan, including any tests and interventions (supplements, herbal remedies etc.)
- Referring to a general medical practitioner when appropriate, for example for Red Flags
- Carrying out a suitable course of treatment, including what to do in cases of adverse reactions
- Maintaining proper records

Red Flags and Working with Complex Conditions (Cancer, Eating Disorders and Kidney Disease)

ANP does not restrict Naturopathic Practitioners from working with clients who are diagnosed with complex conditions, including those who have Cancer, Eating Disorders and Renal Disease/Dialysis.

It is the practitioner's responsibility to ensure they are well versed in supporting these complex conditions and do not misrepresent themselves to clients by way of 'treating' or 'curing' these conditions.

If members do not feel comfortable supporting a client's condition, they can refer them to a colleague who has further specialist training or they can decide if they can play a role in their health.

It is good practice to ensure that any clients you are working with have consulted their GP or other healthcare practitioner about any undiagnosed conditions or any significant 'Red Flags' in symptoms for a diagnosed condition. Important 'Red Flags' are outlined at the bottom of this handbook.

For example: when working with individuals who have a diagnosis of cancer or who are suspected of suffering from cancer. You are governed by The Cancer Act of 1939. Naturopathy can certainly support clients presenting with cancer or recovering from cancer, but extra due diligence must be taken to work alongside the client's other medical professionals safely and competently. It is the practitioner's responsibility to ensure they have adequate experience to take on such clients.

Continued Professional Development (CPD)

CPD is an essential part of becoming an excellent practitioner. It is through CPD that a practitioner will stay up-to-date and connected to their profession.

ANP members are required to complete a minimum of 20 hours of CPD activity over the course of a year.

CPD is measured in the number of hours a practitioner has spent in pursuit of continued professional development. 20 hours of CPD over the course of a year is the minimum to remain eligible for membership.

ANP members are responsible for recording their CPD activity in the online form on the members area: **https://theanp.co.uk/members-area/cpd/**

Members should also keep a record of their own CPD hours each year as well for back-up.

CPD hours can be active or self-directed.

Examples of CPD include:

- Attending a lecture, workshop or seminar that is provided by a professional body
- Studying for further qualifications
- Coaching and mentoring others
- Being coached or mentored by a person
- Attending discussion or supervision groups
- Hosting discussion or supervision groups
- Work based training Activity that is for the promotion and protection of your profession (such as lobbying, or media activity)
- Independent research (maximum of 5 hours)

Insurance

ANP members are required to hold full professional indemnity insurance. ANP members are personally liable to their clients for any breach of duty or harm to them.

Insurance must cover all therapies you practice for those who use several modalities in clinical practice. Furthermore, Public Liability insurance must cover their professional services at premises where they practice.

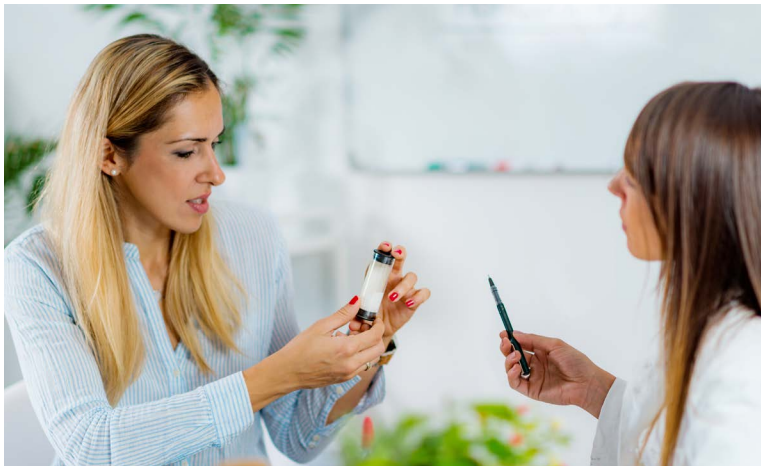
ANP members get discounted insurance with Balen's. Further details can be found in the members area.

Legislation relating to advertising and diseases

ANP does not permit any advertising that makes claims around conditions or diseases. Members should be mindful not to use words such as 'cure' and 'treat' in their marketing materials. This includes copy on their website, along with social media and any printed flyers and leaflets.

Consultation Types

Naturopathic Practitioners can see clients either face-to-face or online. Face-to-face is generally preferred for the initial consultation to carry out any necessary physical examinations and observations.



Client Communication/ Boundaries/Client Refusal

Text messaging or any other form of direct messaging should only be used for administrative purposes such as confirming an appointment.

Repeat prescriptions on herbal remedies and nutritional supplements should be made as part of a consultation. Clients may want Naturopathic Practitioners to advise over email to save on consultation costs, but it is good practice to set boundaries.

ANP members are free to decide what clients they accept to work with and must be able to justify any decision to terminate their treatment with that client. Situations that may warrant ending a therapeutic relationship include:

- Aggressive clients
- Clients acting against your clinical advice
- When the client's case exceeds your confidence. If which case, you should attempt to refer your client to another practitioner

Investigation of Compliance

ANP members should inform ANP if they become subject to a complaint or a legal investigation regarding their practice. They should also inform their insurance provider.

Complaints are dealt with by ANP on a case-by-case basis. If ANP feels the complaint is unjustifiable towards the ANP member, ANP will support and mediate the situation.

Members of the public who make a formal complaint about a ANP Naturopathic Practitioner are required to submit a formal grievance with supporting documentation. ANP will review the complaint within 10 days and then work with the client and practitioner to resolve the matter.

Return to Practice

ANP members that have a break from membership or consulting clients will fall under The ANP 'Return to Practice' guidelines.

For members who have been out of practice or let their membership lapse for 2 -3 years, they will be required to submit case studies and pay a fee.

For members who are 3-7 years non-practising, they will be required to undertake some additional study along with paying applicable fees.

For someone out of practice for more than 7 years, they will be required to repeat their core naturopathic training, such as repeating CNM's Nutrition 1 and Nutrition 2. Return to Practice cases will be accessed on a case-by-case basis, and guidelines are listed here: **https://theanp.co.uk/membership/**

Discontinuing Clinical Practice

If you decide to stop practising or retire you should consider the following:

- Informing your active clients in writing
- Passing active clients to another Naturopathic Practitioner. (You will need to seek consent from your active client list before their personal records are shared with another practitioner due to GDPR rules).
- Update your insurance policy
- You will need to keep client records on file for a minimum of eight years.
- You will need to keep records of your accounts for a minimum of six years for HMRC

CODE OF PRACTICE

Each ANP Member shall:

1. Be individually responsible for abiding by the membership requirements detailed in this Code of Practice & Ethics document.

2. Make a report to the Local Authority when a client presents with a notifiable disease or causative organism - listed in the Public Health (Control of Disease) Act 1984 (amended by the Health and Social Care Act 2008).

   Use the following link to check the list of notifiable diseases and causative organisms, and instructions on how to report them to the authorities: **https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report**

3. Ensure information is used fairly, lawfully and transparently in accordance with the Data Protection Act 2018 – General Data Protection Regulation (GDPR) which controls how personal information is used. Members have a responsibility to register on the Data Protection Register if they store any Client information on a computer system. For more information see: **https://www.gov.uk › data-protection**

4. Ensure practice premises are of a good professional standard and kept in hygienic condition. This includes ensuring clinical waste is hygienically and safely disposed of.

5. Understand that the ANP is not responsible or liable for any consultations given by its members. Members are responsible for maintaining a current indemnity insurance policy covering the scope of their work and clinical practice, and for ensuring that there is adequate

6. Be familiar with legislation concerning appointments with minors (children). In the United Kingdom it is obligatory for a parent or guardian of a child under the age of sixteen to seek conventional medical help for a minor.

7. Ensure that Client information obtained during professional practice is kept securely and confidential.

8. Understand that responsibility for ceasing the prescription of a client's prescription drugs lies with the person who prescribed them. Therefore, the Client must be discouraged from stopping a prescription medication before having a medication review with their GP or original prescriber.

9. Ensure that when issuing individually dispensed medicines (e.g. herbal medicines), they conform to relevant legislation. Individually dispensed medicines must be labelled, showing: the date of being dispensed; correct dosage instructions (or other relevant directions for use); labelling must clearly state the practitioner's name and personal or business address (or the College address for Student Clinics).

10. Ensure they don't contravene legislation when issuing medicines, e.g. Members must not knowingly administer an abortifacient or known uterine muscle stimulant to a pregnant woman for the purpose of procuring an abortion, nor take part in any operation unless the member is medically qualified and legally permitted to do so.

11. Comply with all legal obligations applicable to the Member's professional practice and keep abreast of any ongoing changes.

12. Run clinical practice in an efficient and diligent manner, refraining from actions which may bring themselves or their clinical practice into disrepute.

13. Deal honestly and helpfully with the public, seeking always to act responsibly and professionally, by ensuring that all marketing and advertising activity is conducted in a manner appropriate to the interests of the public, the profession, and the ANP.

14. Be responsible for their own Continuous Professional Development (CPD), to keep current their specialist knowledge and skills. For example, this may include Webinars, Seminars, Training, Study.

15. Take steps to ensure that when moving away from their clinical practice or retiring, it is important that they inform their Clients and offer provision for the continuance of client care.

16. Notify ANP immediately if they are subject to any investigation into their clinical practice by the police or any government representative, or of any other circumstances that may lead to an insurance claim.

17. Be aware that the Public, or a fellow member of ANP, may make a complaint about them. In response if ANP finds there has been a breach of the ANP Codes, sanctions may be applied. Formal complaints must be lodged in writing with ANP as soon as possible, and in any event within three years of an alleged transgression.

18. Any client presenting with a 'red flag' as outlined at the bottom of this document must be referred to the appropriate medical professional. You have the right to refuse working with them if they do not seek medical advice on your referral. If they choose not to seek medical advice based on your recommended referral, it is advisable that you get the client to sign a disclaimer if you continue to work with them.

19. It is illegal for you to make any claim to 'treat' or 'cure' a particular condition or disease. As an ANP member, you are not allowed to diagnose medical conditions. In clinical practice, you may come across symptom clusters that suggest a client meets a condition. When this situation occurs, you should refer clients to the appropriate medical practitioners.

20. All advertising carried out by you, or by someone on your behalf must follow the law and guidance issued by the Advertising Standards Authority (ASA) and Government Marketing & Advertising Law. Any form of curative or unattainable claims may lead to legal claims of misrepresentation being brought against you.



CODE OF ETHICS

Members are required to respect and honour the professional nature of their relationship with Clients, by observing the following principles:

- Show respect for every Client regardless of their race, religion, colour, creed, class or gender
- Always take care to act in an appropriate and correct manner, by not invading or infringing the Client's personal respectability and decency
- Obtain informed consent prior to conducting any physical examination on the Client, and when requested, conduct the examination in the presence of a chaperone. Note: Physical examinations of a Client under the age of 16 must only be done in the presence of a parent or guardian, and with their written consent
- Take care to explain fully to the Client the nature of any recommendations that form part of their personal plan of action
- Always observe strict Client confidentiality, including the Client's identity and personal information, their attendance and information about their medical history. Only release client information when they agree, such as being referred to another practitioner on in exceptional circumstances outlined above
- Deal professionally and respectfully with other practitioners whether from the same, or another healthcare discipline, by observing the following principles:

1. Refrain from criticising or smearing the reputation of another practitioner, whether a Member of ANP, or not.

2. Not attempting to persuade Clients away from another practitioner in order to recruit them to one's own practice.



Red Flags

The following list provides an overview of the key red flags that you should be alert to in clinical practice. These symptoms may be a potential indication of a serious underlying pathology that could be life-threatening and therefore requires a referral to a medical doctor for attention.

Pain:

- Chest pain, radiating down the left arm, possibly into the jaw and neck (often heart related).
- Severe, unremitting bone pain that might wake a patient from their sleep.
- Pain in the eye or temples, with local tenderness, in the elderly, associated with rheumatic patient.
- Sudden, unexplained onset of severe abdominal pain.

Bleeding:

- Blood in sputum, vomit, urine or stools
- Vomit containing “coffee grounds”
- Black, tarry stools
- Significant Vaginal bleeding that is not associated with menstruation.
- Vaginal bleeding with pain in pregnancy or after missing one period

Psychological Symptoms:

- Severe suicidal ideas
- Hearing voices

Persistent Symptoms:

- Vomiting and/or diarrhoea including during infancy
- Dry cough
- Unexplained weight loss (1lb per week or more)

Sudden Symptoms:

- Breathlessness
- Swelling of face, lips, tongue or throat
- Blueness of the lips
- Loss of consciousness
- Loss of vision
- Convulsions

Difficulty in:

- Swallowing Changes in.
- A skin lesion (evolving size, shape, colour, bleeding, itching, pain)
- Bowel habits often with rectal bleeding

Other Symptoms:

- Drenching night sweats
- Unexplained swelling or lumps
- Unexplained fever, particularly if persistent or recurrent

Headache red flags:

- Thunderclap headache (explosive onset of a new headache).
- Symptoms of meningitis: Headache, neck stiffness, non-blanching rash, fever.
- Worsening morning headaches that are also worsened by movement
- Headache with uneven pupils (in pupils that have changed from being equal), double vision, tunnel vision, vomiting with no nausea ■



ANP Association of Naturopathic Practitioners

Supporting Practitioners Since 2001

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