Dr. John Flett MBChB(Pret), FCP(Paed)(SA), MRCP(Paed)(UK) Specialist Paediatrician



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Website: drflett.com

Good day,

Thank you for entrusting your child to Dr. Flett.

He/she is being assessed for problems experienced at home and school. These can include concerns from the teacher and learning, emotional, mood disorders, ADHD, anxiety, nutritional development, Autism and Oppositional Defiant Disorder, medical and developmental disorders.

Getting appropriate treatment for any of the above is very important. There may be serious negative consequences for children who do not receive adequate treatment. These consequences can include low self-esteem, social and academic failure, substance abuse, and a possible increase in the risk of antisocial and criminal behavior. Dr. Flett will carry out a complete physical and neurodevelopment assessment and may decide to do further testing if necessary.

It is preferred that **both** parents attend the appointment unless unavoidable circumstances prevent this.

You will be asked to complete forms online to provide information on how your child functions in different areas of life. Please complete these a few days ahead of the appointment. This ensures Dr. Flett has all the information prior to your appointment which allows more efficient use of time during the assessment.

Please use the link below to complete the "PARENT NEW ASSESSMENT FORMS".

https://schoolingassessment.com/parent-new-assessment-form/

Please ask your child's teacher to complete the "TEACHER FIRST ASSESSMENT FORM".

https://www.drflett.com/teacher-first-assessment-form/

(You will receive a response informing you that the forms have been submitted. If you do not receive notification, please call us for assistance.)

Should you have any previous reports from Teachers / OT / Speech Therapist / Psychologists, please email a copy a few days before the appointment.

Full payment of the appointment is required within 48 hours of making the booking.

A payment link will be emailed to you. If an EFT is preferred, kindly forward your proof of payment to accounts@drjohnflett.com

Banking Details: Dr J. A. Flett Investec Bank Acc no: 1001 082 9326 B-Code: 580105 Cheque Account

For Cash Deposit only: ABSA Bank Acc no: 0104 396 0306 Ref use: 1001 082 9326

(Please note that the Assessment appointment is approximately 1 ½ hours. Any late attendance would be forfeited from this time.) No refunds for missed / late / cancelled appointments.

A follow up feedback email is encouraged from parents and/or teachers after one week of treatment.

Depending on the assessment outcome, a 2 week follow up appointment will be made to assess treatment.

Treating these issues in children requires regular **follow-ups every 4 months**. These follow up visits will be limited to a 30-minute time period.

If a diagnosis is given which requires medication, **a script will need to be issued monthly**. (Scripts are charged at R120 each). Original scripts are a legal requirement at all pharmacies i.e they cannot be emailed. We may write up to 3 months post- dated scripts, but the pharmacy will only supply you with 1 month of medication at a time.

Please be advised that ALL scripts ordered and issued are charged for. Unfortunately, any uncollected, unused, expired, or lost scripts are non-refundable as scripts issued take a considerable amount of time to complete.

All scripts must be ordered online. Please go to our website drflett.com and click on "SCRIPTS".

Following your child's assessment, a report will be compiled and emailed to all relevant role players in the holistic management of your child. Should you *not* wish for the report to be emailed to role players, please inform us before the appointment.

We look forward to seeing you and your child at the consultation. Please contact our rooms should you have any further questions.

Kind Regards,

Your team at Dr Flett's.

General Instructions for Preparing for your child's Evaluation

As part of processing your request for an evaluation of your child at our practice with Dr Flett, we must ask you to complete the online forms about your child and your family. We greatly appreciate your willingness to complete these forms. Your answers will give us a better understanding of your child's behaviour at home and your family circumstances. In completing these forms, please follow these instructions as closely as possible:

1. All forms should be completed by the parent responsible for caring for this child. Where both parents reside with the child, this is to be the parent who spends the greatest amount of time with the child.

2. If a second parent wishes to complete the about this child, they may do so independently by completing a second set of these online forms.

3. If your child is already taking medication for assistance with their behaviour management (such as Concerta) or any emotional difficulties (such as an antidepressant), we ask that you complete the questionnaires about your child's behaviour based on how your child behaves when they are OFF this medication. Likely, you occasionally observe your child's behaviour at periods when they are off of this medication, and we want you to use those time periods as the basis for answering these questions about behaviour. In this way, we can get a clearer idea of the true nature of your child's difficulties without the alterations produced by any medication treatments. However, some parents whose children have been on medication for a long time may not be able to give us this information. In that case, just complete the questionnaires based on your child's behaviour, but check the question below to let us know that you based your judgments on your child's behaviour when they were on medication. Check one of the blanks below to let us know for certain on what basis you judged your child's behaviour in answering our behaviour questionnaires:

How to Prepare for Your Child's Evaluation

Taking your child to a mental health professional for an evaluation is a big decision for any parent. Many parents do not know what to expect from such an evaluation and what they can do to be well prepared for it. That is why we are sending this document to you. It will give you some idea of how to prepare for your child's evaluation so that the time you spend with Dr Flett can be used to its maximum advantage.

GETTING READY

In deciding to seek our professional help, consider what your concerns are at the moment. Typically, these concerns reflect your child's behavioural, emotional, family, school, or social adjustment problems. While waiting for the appointment date, take time to sit down with a sheet of paper and make up a list of answers to the following questions in areas that may be of concern to you. This can help clarify your thoughts about your child's difficulties. It can also make the evaluation proceed more smoothly and quickly, perhaps even saving time. Here are the areas to consider:

I. What most concerns you now about your child' Don't go into a long explanation; just list the significant problem areas. It helps identify whether they are mainly problems at home, in Use these areas as headings on your list. You must get down to specifics. What about your child in these areas?

Under the heading "**Home Problems**; jot down those problem behaviours that you think are inappropriate for your child's age. These problems seem to occur more often or to a degree beyond what you think is typical of children at this age.

Even if you do not think they are deviant for your child's age, write them down but indicate next to that item if you are concerned about them.

Now do the same for "**School Problems**" and the remainder of these problem headings ("Neighbourhood," "Peers; and other problem areas). Save this list to take with you to your appointment with Dr Flett.

2. Write down the following significant headings and list anything that comes to mind that your child has difficulties with that might indicate a problem:

"Health" (chronic or recurring medical problems), "Intelligence or Mental Development; "Motor Development and Coordination," "Problems with Senses• (such as eyesight, hearing), "Academic Learning Abilities• (such as reading, math), "Anxiety or Fears,"

"Depression, "Aggression toward Others, "Hyperactivity, "Poor Attention," and "Antisocial Behaviour" (such as lying, stealing, setting fires, running away from home). You may already have listed some of these in Item 1, but it can help to reorganise them into these new categories for your child's professional evaluation.

3. Some parents may have concerns about being embarrassed to raise with professionals. These often involve family problems that the parents believe may be contributing to their child's behavioural or emotional problems but which they are reluctant to divulge to others. Such problems as alcoholism or substance abuse in one of the parents, marital problems that create frequent conflicts between the parents and may spill over into mistreatment of the child, episodes of excessive disciplining or physical punishment that may indicate abuse, of the child are just some of the many areas parents may be hesitant to share with a professional.

But parents should realise that these are extremely important matters for the mental health professional to understand and take into consideration in diagnosing and treating your child. If this information is withheld, then there will be an increased possibility of mistakes in diagnosis, the formulation of the critical issues, and treatment planning, because the professional is being intentionally kept in the dark about matters that have a direct bearing on a complete understanding of the case.

4. If possible, speak with your child's teacher(s) and write down the concerns they have about with your child's school adjustment.

5. Now, make a list of any problems you think are occurring in your family besides your child's. Use the following headings if it will help: "Personal" (things you think are troubling you about yourself), "Marital," "Money; "Relatives; "Your/Your Spouse's Job," "Siblings; and "Health." Take this list with you to your appointment.

These lists are similar to the areas most likely to be covered in your interview with the professional. Keep the lists handy and add to them as you think of items before the date of your professional appointment.

These lists should help to focus the evaluation quickly on the most important areas of concern that you have about your child and your family. They will also probably help speed up the evaluation and keep things on track. Making these lists will likely also help you clarify your thinking about your current situation and your child's problems. Finally, these lists will help maximise the evaluation's efficiency with your child. An evaluation is similar to completing a giant jig-saw puzzle. The more "pieces" of the provided puzzle will increase the accuracy of the diagnosis and provide a "complete picture of the problems your child faces.

THE EVALUATION

The clinical interview with you, the parents (and to a lesser extent with your child) is probably the essential component of a comprehensive professional evaluation of your child. Other essential elements are your completed behaviour questionnaires about your child, an interview with your child's teacher(s), and similar behaviour questionnaires about the child completed by their teacher(s).

What Information Will We Need from You to Do the Evaluation?

Plenty! Before Dr Flett can identify or diagnose your child as having developmental (e.g. ADHD), behavioural, emotional, or learning problems, we must collect a great deal of information about the child and family, sift through this information, look for the presence of any psychological, medical disorders, determine how severe the problems are likely to be, rule out or rule in other disorders or problems the child might have, and consider what resources are available to deal with these problems. Suppose your child also needs educational or psychological testing for any learning or developmental problems they may be having besides the behaviour problems. In that case, this issue will be discussed with you on the day of your appointment, and you may be referred for additional evaluations and medical and biochemical tests. You can expect our evaluation to run an average of 1-11/2 hours. It will take Dr Flett an additional 1-2 hours to evaluate all the information provided by parents, teachers, psychologists and other professionals. Dr Flett then needs to compile a report, and our staff will then send you a copy of the report.

What Else Is Needed to Complete the Evaluation?

Frequently Dr Flett needs information from others who know your child in addition to the information you have provided. You may be asked to (1) give your permission for Dr Flett to obtain the reports of previous evaluations that your child may have been given; (2) permit Dr Flett to contact your child's treating physician for further information on health status and medication treatment if any; (3) provide the results of the most recent educational evaluation from your child's school; (4) request an online school evaluation if one was not already done and if one of your concerns is your child's school adjustment;(5) complete online "PARENT NEW ASSESSMENT FORMS" and Please ask your child's teacher to complete the "TEACHER FIRST ASSESSMENT FORM" about your child that should have been sent to you earlier by mail.

There is rarely any reason for you to deny Dr Flett to obtain this information from others or refuse to institute the procedures requested of you. However, you may wish for an unbiased second opinion about your child's problems on rare occasions. This may happen if you have already had an evaluation by the school or another professional you strongly disagree with. In such cases, you may wish to tell us not to obtain the other professional's information or any school evaluation. Should you do so, please explain why you are withholding your permission to release these particular sources of information so that we have a more precise grasp of the issues involved in your request for this new evaluation with us. However, in most cases, you should not deny Dr Flett access to the information that can be provided by your child's teachers, even if you disagree with those teachers. Preventing Dr Flett from speaking with your child's teachers diminishes the ability of those professionals to understand your child. It precludes getting information from the second most important caregiver in your child's current situation. If you disagree with what a teacher may say, explain this to Dr Flett so he can keep his disagreement in mind when communicating with the teacher.

What Happens on the Day of the Appointment?

Several things. You will be interviewed about your child, and your child will most likely be interviewed. It is the interview with you that is most important. You probably will be asked to complete behaviour questionnaires. Your child may also be tested on their intelligence, language and academic skills, or other mental abilities.

The Parent Interview

The interview with you, the parent, is an indispensable part of the evaluation of your child. No adult is more likely to have the wealth of knowledge about, the history of interactions with, or simply the time spent with your child than you. Whenever possible, both parents should attend the interview, as they each have a somewhat unique perspective on the child's problems. If employment or other reasons preclude one parent from attending, the other parent should speak with the partner the day before the evaluation and write down that parent's concerns and opinions about the child to take into the evaluation the next day. It is usually not necessary that brothers and sisters attend this first evaluation. In some cases, Dr Flett may request that other caregivers attend a second meeting if necessary to get the siblings' view of particular family conflicts or problems the siblings are having with the child being evaluated. The interview with you serves several purposes.

First, it establishes an important relationship between you and Dr Flett and even between your child and Dr Flett, which will be helpful and put you at ease during the evaluation.

Second, the interview provides an important source of invaluable information about your child and family. In particular, it gives Dr Flett your view of your child's apparent problems and narrows the focus on later stages of the evaluation. This is your chance to get your concerns about your child out in the open with a knowledgeable professional. Don't be shy, coy, or hold back. After all this is your child and you are free to speak your mind.

The more information you can provide Dr Flett, the better appreciation he will have of your child's problems and the more accurate the diagnosis is likely to be.

Use the lists that you constructed while waiting for the appointment date so you don't forget anything you wanted to discuss.

Third, the interview can often reveal just how much distress the child's problems are causing you and your family. It also gives Dr Flett some sense of your own well-being as a parent.

Fourth, the interview may begin to reveal significant information about your relationship with your child that could be important in pinpointing some potential contributors to your child's problem. But two of the most important purposes of this evaluation are to determine a diagnosis of your child's problem(s) and to provide you with reasonable treatment recommendations and a plan of action to move forward with your child's challenges. Dr Flett takes notes throughout the conversation with you. He will also jot down observations of you and how your child is doing while you both are in the consultation. Although these notes from observing you and your child may be helpful in raising certain ideas about your child's problems that can be discussed with you later, they will not be overly emphasised by Dr Flett.

Behaviour in the office, particular that of your child, is often not very helpful in telling us how your child is likely to behave at home or in school. In general, research on children having behaviour problems has shown that many are likely to behave normally during this evaluation. Such normal behaviour will not be interpreted by Dr Flett as indicating that your child has no problems. However, if your child displays a lot of inattentive, hyperactive, or defiant behaviour during the evaluation, this may be more informative, as such behaviour is unusual for normal children and could indicate your child would have similar problems in school. Depending on your child's age and maturity, Dr Flett may like to have your child get along with each other. This is fine so long as your child is not likely to be upset by the nature of the questions about your child and your answers. Some parents do not feel comfortable with this situation because they do not want to talk about the child's problems in front of him or her, at least not yet. If you feel that having your child present during the interview would make you inhibited and less candid about your opinions and concerns, then simply advise Dr Flett of your feelings on the matter when you first meet with Dr Flett on the day of the evaluation. It should not be a problem for us to handle things your way.

INFORMATION ABOUT OUR CHILD

The interview will probably begin with explaining the procedures to be undertaken as part of this evaluation and the time it is expected to take. Dr Flett would like to point out that although most of what you say is confidential (we cannot tell anyone else about what you have said without your permission), laws may limit this privilege. These limits are about reports of child neglect or abuse. If you mention such information to Dr Flett, he may be required by law to report this information, usually to the Department of Social Services. The interview will probably proceed to a discussion of your concerns about your child. You can refer to the notes that you made before the appointment. You will probably be asked to give some specific examples of your child's behaviour that illustrate why you are concerned about it. For instance, if you say that you are worried that your child is too impulsive, you may be asked to give some examples of your child's impulsive behaviour. This is done not to challenge your opinion but to help Dr Flett see how you arrived at that opinion. Give as much information as you can when asked. Dr Flett will ask about your child's behaviour and routine from when they awake to when they fall asleep.

You may also be asked how you are presently trying to manage your child's behaviour problems and whether your spouse uses a different approach. It is common for behaviour problem children to have somewhat better behaved for their fathers than mothers. It is all right to describe such differences as they do not mean you or your spouse are doing anything wrong or are causing problems with your child. You will be questioned about when you first noticed your child's problems and how long each of the significant problem areas occurred. Try to be as specific as your memory will permit. Again, taking some notes about this before the appointment may help you remember this information better when asked. This naturally leads to questions about the types of previous professional assistance

you may have obtained and whether Dr Flett can contact these other professionals for further details about your child and your family. Dr Flett would like to ask parents what they believe has led their child to develop these problems. If you have an opinion on what caused your child's problems, please offer it, but don't be afraid simply to say that you don't know. Dr Flett is just looking to see if you can provide any additional insight about the cause of your child's difficulties.

Remember, Dr Flett does not know the exact cause of all children's behaviour problems, although we have much information that can help us narrow down these possibilities.

Sometimes, it is impossible to say why certain children behave the way they do. Don't feel you have to come up with a better explanation for your child's behaviour.

If you completed behaviour rating and health forms before the appointment, Dr Flett might want to review some of your answers with you now, especially those that he has found unclear.

You may also be asked about some answers on the forms sent to your child's teacher(s). Ask Dr Flett to explain anything about these forms and their answers that are confusing to you.

Dr Flett will also talk with you about any child's problems within several different developmental domains. We customarily ask parents about their children's development in their physical health, sensory and motor abilities, language, thinking, intellect, academic achievement, self-help skills such as dressing and bathing, social behaviour, emotional problems, and family relationships.

You will probably be asked about similar things. Dr Flett will also review various behaviour problems or symptoms of other psychiatric problems to see if your child may be having these difficulties. Simply be truthful and indicate whether these other symptoms are present and to what degree. Because Dr Flett is trying to evaluate your child's problems, he will spend most or all of the time with you to identify the areas of concern you have about your child. This is fine. But our Dr Flett also wants to ask you about any strengths your child has in any of the areas discussed above or in particular hobbies, sports, or school subjects. If Dr Flett does not ask you, then mention some yourself to give a more complete and balanced picture of your child to Dr Flett. We also like to take an opportunity to ask parents about possible special interests, privileges, and rewards that their child enjoys. We can typically use this information later if we have to set up a reward program

for your child as part of our behaviour management training with parents.

Dr Flett may review your child's developmental and medical history with you during the interview. You will have completed a form about this for us before the appointment, but he may want to review your answers with you as part of the interview.

Dr Flett must discuss with you your child's school history. Many children referred to us have difficulties adjusting to the demands of school. You are likely to be asked about the age at which your child began

Preschool, what school your child attended, and how well your child progressed through early and subsequent grades and schools. You probably will be questioned about the types of special education evaluations and placements your child has received and whether your child had a team evaluation conducted by the school. If one has not been done, you may be asked to initiate one if your child has school problems that make them eligible for any formal special education.

Services and accommodations. You will also be asked about what specific concerns your child's teacher(s) have raised about school performance, both now and in the past. Be sure to tell Dr Flett if your child has repeated a grade or has been suspended or expelled. We also like to question parents about their relationship with the school staff working with their children. Is it friendly and supportive or filled with conflict' Has communication been open and reasonably transparent or limited and hostile? Answers to these questions greatly help us prepare for later contact with the school staff if these are needed. If Dr Flett forgets to ask about these issues, you may want to raise the topic yourself or give Dr Flett a clearer picture of your past relationship with the school staff.

If permission was not obtained previously from you, you might be asked to give written permission for Dr Flett to contact your child's school. Under most circumstances, you should consent to permit as it is tough for a professional to fully evaluate our child's problems without access to the school's information. If you do not want to give consent, give Dr Flett a clear explanation for why you do not, so we do not misjudge you as unreasonably hostile towards the school.

INFORMATION ABOUT YOU AND YOUR FAMILY

Dr Flett understands that children of many families with behaviour problems are under more stress than other families. The parents may be having more personal problems than most parents whose children do not have behaviour problems. Do not be offended If you are asked such personal questions. Information about you and your family can be of great assistance to Dr Flett in helping to understand your child's problems better and develop more helpful treatment recommendations for you. It may also indicate to Dr Flett that you may need additional help for your own or your family's other problems. You will probably be asked about your background, education, occupation, and spouses. Dr Flett may ask if you or your spouse have had any psychiatric, learning, developmental, or chronic medical problems. During such evaluations, parents are also typically asked whether they are having marital problems and what the nature of these might be. All of these personal questions are routine and important, so please answer as honestly as possible. We also will ask you about other children in the immediate family and any psychological, educational, developmental, or other problems these siblings may be having. Before the interview is over, take a minute to review the notes you brought with you to see if all of your concerns have been covered with Dr Flett. Share with Dr Flett any further information on these notes or anything else you feel might be helpful in better understanding our child and your family. Your and or openness will be respected and appreciated by Dr Flett

The Child Interview

Depending on your child's age and intelligence, some of the time during the evaluation will be spent by the Dr Flett interviewing your child and making informal observations of your child's appearance, behaviour, and developmental skills. This interview serves much the same purposes as the interview with

you. However, you should not place too much emphasis on the information we obtain in this interview. As mentioned earlier, such informal observations of your child's conduct during the interview may not be typical of your child's behavioural at home or school. Dr Flett will not mistake placing too much weight on the observations of your child in consultation rooms. Do not be surprised to find that your child

is well behaved during this evaluation, and do not worry about it. Your child is probably going to be asked a lot of general questions, touching on the following:

I. What is your child's awareness of why they are visiting the interviewer today, and what have the parents told the child about the visit.

2. What are the child's favourite hobbies, television shows, sports, or pets.

3. Where does the child attend school, their teachers, what types of subjects they take in school, and which subjects do they like most. If the child is doing poorly in a subject, what reasons does the child give to explain any such difficulties?

4. Does the child see him- or herself as having any behaviour problems in the classroom' What types of discipline does the child get from the teacher(s) for any such misconduct?

5. How does the child think about other children at school and how they perceive them.

6. What are your child's perceptions of any of the problems you have reported to Dr Flett?

7. What would your child like to see changed or improved at home or school.

8. Does your child see him- or herself as having any behavioural problems? If so, what do they think causes this pattern of behaviour and why?

Dr Flett is aware that children are notorious for underreporting their difficulties and are likely to do so in this part of the interview. Thus, Dr Flettl will not use your child's answers and determine whether they have behavioural learning or emotional disorders.

Dr Flett may find it helpful during this interview, particularly with young children, to let them play, draw, or simply wander about the office.

This approach can be an indirect way of finding out children's feelings about themselves and other features of their lives.

The Child Examination

A complete health check and examination of all the body systems, from the ears, nose and throat to the neurological system, will be performed as part of the assessment. Dr Flett will measure weight, length, head circumference, and blood pressure and determine your child's body mass index. The physical examination aims to look for and exclude underlying medical and health issues that could exacerbate and mimic psychological and mental health conditions such as ADHD. A parent is always present during the physical examination to ensure your child is comfortable and made to feel at ease.

The Teacher online questionnaire and rating scales

Although not necessarily conducted on the same day, the online teacher questionnaire is essential for your child's evaluation. Few other adults will have spent more time with their children than their teachers, mainly if the child is of elementary school age. The teachers' opinions are critical in evaluating any child and are part of your instruction to your child's teacher to complete our online evaluation questionnaire. Please send the teacher our online form link to complete, and check with the teacher that the forms have been completed before the day of the consultation.

In all but the most unusual circumstances, you should consent to this exchange of information, as it is in the best interest of your child's evaluation.

The teachers most likely will be questioned about your child's current academic and behavioural problems. The questionnaire may also cover relations with classmates; how your child acts in various school situations, especially where academic work has to be done, will likely be covered. We also like to ask teachers about situations that involve limited or no supervision, such as during recess, lunch, or special assemblies, while in hallways or bathrooms, or on the bus. Dr Flett will also find out what the teachers are currently doing to manage the child's problems. Your child's performance in each academic subject should be briefly discussed. Dr Flett may ask if your child has received a multidisciplinary team evaluation as part of the child's rights. If not, Dr Flett may question the teacher whether one should be initiated if unique educational resources are needed to help your child.

SUMMARY

Interviews with you and your child and contact with your child's teachers form an indispensable part of our evaluation of your child. These interviews and questionnaires provide a wealth of helpful information for

making a diagnosis and planning treatments for your child that simply cannot be obtained by any other means.

Throughout these interviews, sufficient time must be taken by Flett to explore the necessary topics with each person to obtain as thorough a picture of your child as needed. A 30-minute initial interview will simply not suffice! The average time devoted to interviewing alone is often 1-11/2 hours, not including any reading of additional submitted from other professionals such as occupational therapists, speech therapists, and psychological assessment reports. It will also be essential for Dr Flett to obtain parent and teacher First Assessment behaviour rating scales of your child's behaviour. Upon completing the Parents First Assessment form, please include (upload) all previous assessments by professionals(educational. psychological reports, OT and speech therapy reports, remedial specialists reports) and school reports you deem essential for Dr Flett to obtain a holistic view of your child. You are encouraged to bring along samples of your child's current school work, such as language comprehensions, essays, maths workings and artwork to illustrate areas of concern or competence. Some children will also require further medical investigations(scans or blood tests) and academic or psychological testing to rule out other developmental, medical conditions or learning disabilities. Still, these will not be done on your evaluation. If needed. Dr Flett s will tell you why further testing is needed and where it can be obtained. After completing the evaluation and collating all information, a clinical report will be available to send to the various professionals involved in your child's care. Dr Flett encourages you to share this report and information to assist professionals, including your child's teacher. Our staff will contact you when the report is available. Depending on the evaluation outcome, Dr Flett may ask you to book a follow-up consultation to review the treatment initiated and or the results of further tests and recommendations.

We hope you have found this pamphlet helpful in preparing for your child's evaluation with Dr Flett and staff.

Please do not hesitate to contact us on 031 1000 474 or email on support@drjohnflett.com