



THE FOOT PARLOUR · SOUTH MANCHESTER

A paper-based clinic, digitised in a week.

A five-seat podiatry clinic in South Manchester replaced paper calendars, paper notes, and a full-time front-of-house role with Cliniko and a Finger-Ink kiosk. End-to-end confidence within a week.

THE CHALLENGE

The Foot Parlour ran on paper. Paper calendars, paper notes, a full-time front-of-house administrator managing every arrival. With the administrator approaching retirement, the owner decided to digitise the clinic end-to-end, before any technology had been chosen.

WHAT HE SET UP

The owner contracted business analyst Chris Keller-Jackson to lead the transformation. Chris ran a structured vendor selection, scoring patient management systems against the clinic's requirements. Cliniko came out top. **The Finger-Ink kiosk integration, found through the Cliniko Connected Apps directory, was a deciding factor.** The alternative shortlisted PMS did not offer a kiosk capability.

"The one that came out top in pretty much every metric was Cliniko. In part that metric was enhanced by the fact that there's a kiosk option using Finger-Ink."

— Chris Keller-Jackson, Business Analyst

THE RESULTS



1 FTE removed

Full-time front-of-house role eliminated. Patients self-check-in on a branded iPad.



1 week

Trial-to-conviction was a matter of days, not months. End-to-end confidence.



Branded kiosk

Foot Parlour logo and colours on the kiosk. Patients recognised it from UK GP surgeries.



Won evaluation

Cliniko scored top across assessment criteria. Kiosk integration was a deciding factor.

AT A GLANCE

CLINICAL DISCIPLINE

Podiatry

LOCATION

South Manchester, United Kingdom

PRACTICE SIZE

Five treatment seats, multiple practitioners on a seat-hire model

PATIENT MANAGEMENT

Cliniko - native sync

PRODUCTS USED

Finger-Ink Kiosk

CUSTOMER SINCE

January 2026

"It's a very clever integration with Cliniko in that it just works. Everything just worked seamlessly."

Chris Keller-Jackson, Business Analyst