



Therapy Agreement

Practice terms and conditions

The following terms and conditions apply to practice appointments arranged via private health insurance cover. Please also see the terms and conditions of your insurance policy and the privacy statement of your insurance company which will be available on their website.

Therapist Details

Name: Dr Heather Bennett
Contact Number: 01562 885207 / 07425 554586
Email: HillsidePSL@outlook.com
Address: Hillside Psychological Services Ltd, 127A Worcester Road, Hagley, DY9 0NW

Appointment duration and location

Appointments will last 1 hour unless previously agreed and will need to end punctually. It is not normally possible to over-run the appointment time and so late arrivals will mean that the session is shorter than 1 hour. If you are more than 30 minutes late, it will be assumed that you are not attending and, therefore, the cancellation conditions apply. All appointments will be held at the Hillside Hagley offices, unless arranged otherwise.

Cancellation Policy

Please give at least 24 hours' notice where possible when cancelling appointments (for appointments on Mondays please cancel by 5 p.m. on Friday where possible). Appointments cancelled with less than 24 hours' notice are not generally funded by your health insurance company, so you will be liable for any fees. Appointments cancelled with less than 24 hours' notice will be subject to a charge of £25. Non-attendance (without any prior cancellation) will incur the full fee payable (£85.00 from 1st October 2018) and your therapy may be put on hold until this fee is paid.

Charges

All charges should be covered by your healthcare insurance company provided you have been issued with a pre-authorisation code which you have given to your therapist (but see cancellation policy above). Additional sessions beyond the number authorised will only be arranged when agreed in advance with your insurance company.

Please note that there may be an excess on your insurance policy which you will be liable to pay. Please check your policy before beginning therapy to make sure you have the necessary funds available. Invoices will be issued for any fees owing.

Crisis Management

Hillside Psychological Services Ltd does not offer an emergency service and we are not in the position to provide unplanned crisis management. In the event of an emergency please contact your GP or local out-of-hours practice, call NHS 111 or the Samaritans (116123 / Worcester branch: 01905 21121) or attend A&E.

Reviews

We will review sessions regularly approximately every six sessions to ensure you feel you are getting the most out of therapy. You are not tied into any commitment and can end sessions at any time. If I consider your requirements to be beyond my competence or I consider that another service would better meet your needs, I reserve the right to terminate our contract. This will be discussed in the session and recommendations would be provided.

Reports

Healthcare insurance providers normally ask you to obtain a referral letter from your GP to pass on to your therapist. We would appreciate it if you could bring this referral letter to your first appointment. Where this has not been possible I will agree with you whether you would like me to write to your GP to let him/her know that you are seeing a Clinical Psychologist. I would normally prefer to do this if I am seeing you for a number of appointments. Any additional reports provided to your GP or to any others would be provided at an agreed rate and with your consent.

Confidentiality

Your therapy and personal information are kept securely. Information but not names will be shared with my supervisors (Dr Melanie Snape, Consultant Clinical Psychologist and Accredited CBT Psychotherapist – for CBT and professional supervision; Caroline Fudge, EMDR Accredited Consultant and Accredited CBT Psychotherapist – for EMDR) who are also BABCP and EMDR Europe (respectively) accredited and who regularly review my practice. Confidentiality will be broken if I have concerns that you or anyone else is at risk. If this occurs it will be discussed in the session and recommendations will be discussed and documented in your notes. As a registered practitioner with the HCPC, I adhere to their ethical framework and guidelines to ensure that you receive a professional and quality service.

Digital communication

Initial assessment appointment details will be sent out via secure email messaging or via post if you prefer. Further assessment appointments can be confirmed via text message or email, when agreed with your therapist. Invoices will be sent via (secure) email. Your therapist is unlikely to engage in other email/text dialogue unless previously agreed or when there are safeguarding issues. Please do not assume your therapist has received an email/text message/telephone message, etc., unless this communication is responded to. For your own security we would recommend that you check the security levels of your own email provider before sending any personal information. Before showing any text-based messages (e.g., received on your phone), within the therapy setting, please agree this with your therapist and ensure that the content of the message is legal and within safeguarding remits (e.g., there are no inappropriate images visible). If possible, please turn digital devices to silent/off within the therapy room, unless it is an emergency.

Dual relationships

A dual relationship is one where your personal life coincides with the professional life you have with your therapist. These sometimes cannot always be avoided, for example, if you happen to meet your therapist in some other capacity – perhaps because you live locally. In this instance your therapist will keep appropriate boundaries and will not let it be known that you are their client. Therapists will also never acknowledge working therapeutically with anyone without his/her written permission other than as outlined under 'confidentiality'. There are strict codes of ethical practice set by our professional bodies to ensure safe practice and appropriate boundaries. For example, your therapist cannot accept any invitations via social networking sites or enter into any other non-professional relationship with clients.

Feedback and Complaints

We are always looking to improve the services we offer and so actively encourage feedback. As a matter of good practice I work with a group of private practitioners and we regularly undertake peer reviews. Any complaint will be taken very seriously and, if you feel able to, I request that in the first instance you raise any issue with me and we will discuss the issue and endeavour to achieve a positive outcome. Alternatively, I could request that the issue be reviewed by a third party who would offer a case review and recommendation.

You are also entitled to make a complaint about any Clinical Psychologist you are unhappy with to the Health and Care Professions Council. Please see their website for more information. All practitioners carry Professional Indemnity Insurance for their work. You can ask to see a copy of my up-to-date insurance certificate.

General Data Protection Regulations (GDPR)

These are new legal regulations introduced on 25th May 2018 to cover the data privacy of all EU citizens. We are required by law to inform you how we will protect your data and privacy. All therapists working within our practice are registered with the Information Commissioner's Office. We understand GDPR and ISO27001 practices and abide by these in relation to the storage of data.

Information we collect about you and how we use it

Upon starting therapy, basic personal information will be collected for contact and identification reasons. During our therapy meetings, an assessment of your psychological health will be completed, and notes will be taken during sessions. These will include personal and sensitive details about your life. The assessment and notes are used solely for the delivery of a therapy service to you. All information that is recorded/written will be kept on a secure, encrypted computer/external hard drive/cloud-based server or in a lockable filing cabinet which outside agencies do not have access to. All therapists act as their own Data Controllers/Data Processors and data is not shared between therapists at Hillside, unless under the terms of supervision.

We collect and securely store the following pieces of data on you:

- New Client Registration Form (sent to you prior to your first appointment). We have reviewed and amended this form to ensure that we only collect information from you that is necessary for us to accept you as a client within our practice. Some data obtained on this form may be collated by your therapist on a database to aid access to information, e.g., in the event of having to cancel an appointment when the therapist does not have ready access to the written version of the form. We ask you to sign to say you have read and accept our terms and conditions and keep a record of this consent.
- Psychometric questionnaires. We usually ask that you complete some questionnaires assessing aspects of your mental health and related information at points within therapy (usually at assessment and your planned final therapy sessions, and at other therapy sessions if you are attending therapy over an extended period) as measures of progress.
- Session notes. We make notes on all sessions as part of our professional bodies' requirements. These may be taken within the session or afterwards. Notes may also be taken for supervision purposes. Notes will be made of any other contact (e.g., by telephone/email, etc.) that takes place.
- Recordings of sessions. Occasionally your therapist may ask you if you are happy for a therapy session to be recorded for supervision purposes and/or to meet the requirements for ongoing accreditation. A specific consent form will be provided for these sessions and any recorded data will be stored according to GDPR recommendations; these recordings will be securely destroyed following the use to which they were collected for. Clients are not able to record any session, unless previously agreed with their therapist.

Your rights

You have rights relating to the information I hold to verify the accuracy or to ask for them to be supplemented, deleted, updated or corrected. You have the right to request a copy of the information that I hold about you. If you would like a copy of some or all of your personal information, please email or write to me via the contact details stated in this agreement. Information will be provided to you within 30 days.

We want to make sure that your information is accurate and up to date. You may ask me to correct or remove information you think is inaccurate. You have a right to request the transfer of your data to another individual or company.

How long we keep your information for - data retention

Your information is kept for the time necessary to provide the therapy service requested, however outside of this I will hold your details and session notes for a period of 7 years following the end of treatment to comply with legal obligations that are placed upon me by my insurers. In the case of a child under 13 then records will be kept 7 years after they reach the age of 18. After this date, all data will be securely deleted.

Sharing of data

There may be times where your information needs to be shared with 3rd parties. I will explicitly ask your consent before doing so, and the data will be sent to 3rd parties securely.

Lawful basis for processing your information

The lawful basis for my holding and using your information is in relation to the delivery of a contract to you as a health care professional.

Last reviewed May 2018.