

Terms and Conditions - Schedule of Services and Charges

Please read this document in conjunction with our Standard Terms and Conditions provided.

1. **Background:** We provide private psychological intervention to children, young people and families. Our clinicians are registered with the Health Care Professions Council, the British Psychological Society and/or their respective professional bodies, and as such are bound by the rules and ethical conduct policies of these organisations.
2. **Referrals and Enquiries:** Once a referral or enquiry for psychological services is received, we will provide a detailed written quotation which is valid for 30 days from issue. On approval, we will send out registration, consent documents to the client, carer or person with parental responsibility. We also require confirmation of funding from the Payer (e.g. Purchase Order). Once these details are available, a first appointment can be set up. Subsequent sessions are organised between the client and clinician. Occasionally, it may be that we believe that we cannot offer a particular therapy or assessment, in this case we will do our best to suggest alternative services that you may access.
3. **Services**
 - a. **Services:** Psychological services as defined in the written quote provided
 - b. **Milestones:** Progress will be reviewed at agreed intervals
 - c. **Timetable:** Therapy sessions are normally 1 – 1.5 hours as agreed with the clinician (typically weekly or fortnightly, subject to diary availability and clinical need). Assessment sessions are normally of longer duration.
 - d. **Deliverables:** End-of therapy closing letter or report as defined in the written quote provided; outcome measures will be compiled for therapy cases.
 - e. **Term:** As defined in the written quote provided
4. **Fees**
 - a. Our fee for the work is defined in the written quote provided. Invoices are payable by cheque or electronic funds transfer within 30 days of invoice. Our fees cover work such as therapy, assessments, observations, consultations, professional meetings, session preparation, writing of clinical notes, reports, phone calls and emails etc. We do not charge for brief calls to clarify or change appointments.
 - b. We charge for travel at £60.00/hr and £0.25/mile, so it is preferable that we see the client at our premises in Tunstall, Stoke-on-Trent.
 - c. We charge for preparation time before a session and writing-up of clinical notes after a session, so billed times do not match the time actually "in-the-room", typically this is 0.5 hrs extra, so for example, a 1 hr appointment will be billed as 1.5hrs.
5. **Attendance**
 - a. We are unable to extend sessions if the client is late, so the overall session time is reduced.
 - b. Our clinics operate during normal working hours 9am – 5pm Monday to Friday.
 - c. Cancellations – regular sessions are important, and we reserve space in our diaries well in advance in order to see the client. So, we charge a cancellation fee of 100% of the session if cancelled within 24 hours of the scheduled appointment and 100% if a session is not attended. If we need to cancel or move an appointment, we aim to give the client at least 24 hours' notice unless otherwise agreed. Cancellations will reduce the time available for the work as the time is deducted from the contracted total.
6. **Payments:** Written agreement of funding and the process for invoicing is required prior to commencement of work. Cancellations or non-attendance (DNA) will be charged to the Payer at 100% of the session rate. Normally, the Payer would deduct this from the fixed funding amount, and hence this reduces the number of therapy sessions available. We will advise the Payer contact person (e.g. Social Worker) if any significant levels of non-attendances occur. Cancellations or DNA's do not attract preparation or write-up charges.
7. **Confidentiality**

We have a Data Protection Policy and comply with the Data Protection Act and GDPR. The information that the client shares with us is treated as strictly confidential. The only exceptions to this would be:

 - a. If a particular case is discussed in a supervision session; regular supervision is a requirement of the Health Care Professions Council and the British Psychological Society.
 - b. In the rare situation where we believe that the client, or others may be at risk of serious harm. We would then have a duty to inform either the relevant Social Worker, GP, Social Services Safeguarding Team, the Police or another responsible adult.
 - c. In the exceptional circumstance of a data request from the Police via a Court Order.
 - d. In the above situations, we normally will try to obtain consent from the client to release information, but depending on the circumstances, this may not always be possible.
8. **Crisis or Emergencies:** We are not able to offer a crisis management or emergency service. In the event of a crisis or emergency arising, the client should contact their Social Worker, GP or local A & E service.
9. **Complaints:** we have a formal complaints process which the client or Payer are welcome to use. However, most issues can be resolved by simply talking with us. If for some reason, we cannot resolve an issue and you are still dissatisfied, complaints can be made to the BPS or HCPC.