



LONDON TRAUMA
SPECIALISTS

Terms and Conditions

These terms and conditions form a contract between you, the client, and your Psychologist from London Trauma Specialists. Please read them and sign on the last page before your initial assessment session.

Client name:

Psychologist:

Initial Session

During the initial assessment session, we will discuss your difficulties and the reasons you are seeking help at this time. This will also be an opportunity for you to talk about your expectations for therapy and ask any questions you may have. Your psychologist will assess whether he/she can provide the help that you currently need or whether you may benefit from seeing another professional or organisation. If it is the opinion of your psychologist that you would benefit from an onward referral then this will be discussed with you at the end of your initial assessment session. If you and your psychologist agree to work together then you will come to an agreement about the time and frequency of ongoing sessions.

Please try your best to arrive at the start time agreed for all sessions, to ensure that you have the maximum time allocated to you by your Psychologist. Only the booked session time will be available (your Psychologist will often have another client waiting when your session ends).

Fees and Payment

The standard fees are £200 for a 90-minute assessment and £150 per 1 hour therapy appointment. These are the same for face-to-face and online. Each hour includes 50 minutes of meeting with 10 minutes for preparation and note taking undertaken by the psychologist. Fees are reviewed every January.

Acceptable Methods of Payment: include Cash, cheque or bank transfer.

If you wish to pay by cheque or bank transfer then please discuss this with your Psychologist during your initial assessment (who will let you know who the cheque is payable to and/or provide you with the relevant bank details for the transfer).

An invoice payment term and payment method will be agreed with the individual clinician during your first assessment. In line with government legislation, all invoices should be paid within 30 days.



Confidentiality

The information you share with London Trauma Specialists, and the notes made during the sessions, will remain confidential, within certain boundaries. This means that your psychologist will only share information with other parties if he/she becomes concerned that you, your child, or others (where relevant), are at risk of harm. Your psychologist will aim to talk to you about his/her concerns before sharing any information. If, however, your psychologist is concerned that discussing this would put you at more risk of harm (for example, of self-harm or suicide), he/she will speak to other parties without your consent. This is extremely rare and a legal obligation. For more information see the British Psychological Society 'Generic Professional Practice Guidelines', you can find the web address for this at the end of this document.

All qualified Clinical Psychologists are required to see a supervisor regularly as part of commitment to good practice and in keeping with professional duties as outlined by the British Psychological Society. Thus, your psychologist may discuss the work you do together with his/her supervisor, who is also bound by the above confidentiality agreement.

If you agree, London Trauma Specialists may inform your GP that you are receiving psychological therapy, but will not routinely send copies of letters, assessment or discharge reports to your GP, unless requested. There may be exceptions to this but this will be discussed with you during your session(s).

Health Insurance

Some of the Psychologists at London Trauma Specialists are registered with the main health insurance companies as approved practitioners. Please enquire in advance of your initial assessment and check with your insurance company before starting sessions to make sure your policy is valid and that your sessions will be covered in full. You will be responsible for payment of all outstanding charges on your account, regardless of the cover you have. Please also check with your insurance company as to how many sessions are authorized.

Attendance and Cancellations

Cancellation of appointments with at least 48 hours notice will not incur a charge. If appointments are cancelled with less than 48 hours notice, or if you do not attend your appointment, the full amount will be charged.

If your psychologist has to cancel an appointment, he/she will inform you as early as possible. You will not be charged for any appointments your psychologist cancels.

Unfortunately due to service demand if you do not attend for two consecutive sessions and we do not hear from you then we will close your case and you will need to re-refer to the clinic.



Contact between Appointments

If you need to contact your psychologist between appointments please do so by email or telephone. If you call to cancel an appointment, your psychologist will take the time the message is left for the notice given.

Emergency Support

Should you become concerned about your wellbeing in between appointments and feel that you need immediate support, please contact your GP (out of hours GP number available from your practice if needed) or attend your local Accident and Emergency (A&E) department, where support can be provided. London Trauma Specialists are unable to offer emergency support outside agreed appointment times.

Privacy and Data Protection Policy

London Trauma Specialists use the information we collect in accordance with all laws concerning the protection of personal data, including the Data Protection Act 1998 and the GDPR 2016. Our Privacy Notice & Data Protection Policy is published on our website and can be viewed by clicking on this link:

<http://londontraumaspecialists.com/london-trauma-specialists-privacy-and-data-protection-policy/>

Exceptional and Unforeseen Circumstances

If for any reason your Psychologist is uncontactable at the time they had arranged to meet with you, please contact the clinic on londontraumaspecialists@gmail.com for further information.

Changes to Terms and Conditions

These Terms and Conditions will not be changed without prior discussion and agreement between you and your psychologist.

By ticking this box and signing below I agree that I have read and understand these terms and conditions and I agree to abide by them.

SIGNED (Client) _____ DATE _____

PRINT NAME (Client) _____

SIGNED (Psychologist) _____ DATE _____

PRINT NAME (Psychologist) _____

For further information on ethical guidelines and confidentiality, see:

http://www.bps.org.uk/sites/default/files/documents/generic_professional_practice_guidelines.pdf