

Psychological Therapy Contract

Dr Denise Ratcliffe, Consultant Clinical Psychologist

This contract sets out the ground rules from which we will be working together. The details of this contract are reviewed on a regularly basis.

Session Details

Sessions last 50 minutes. If you arrive late you I will still charge for the full session and we will have to finish on time. Payment can be made in cash, cheque or by online banking (banking details can be found on all invoices) and is due on the day of your appointment.

Health Insurance

If you are using private healthcare insurance to pay for therapy, please note your responsibilities:

- o Ensure that your policy is up-to-date and does not lapse or expire.
- o Understand what your policy covers as you are liable to pay for any shortfall. If there are insufficient funds or if your policy lapses or expires I will invoice you directly for any unpaid or overdue fees.

Cancellations: If appointments are missed or cancelled with less than *2 full working days* notice 50% of the fees will be payable. This is because I need to cover the cost of the room and am usually unable to offer someone else the appointment at such short notice.

As a rule, health insurance companies do not cover cancellation charges, so you will be liable to cover these if you cancel within 2 working days. You will be invoiced directly for this.

Missed or non-attended appointments

If you miss or do not attend an appointment I will need to charge you the full cost of the session.

The Therapy Process is a collaborative process (a "joint effort"). This means you can let the therapist know what you find helpful or unhelpful and share your own ideas on what will aid progress.

Therapy is not necessarily a "quick fix" and it can take time and work to see changes. We will decide together how long therapy should be (i.e. number of sessions). Your progress can be regularly reviewed and the therapist will only recommend further sessions if these are likely to be of benefit to you. You are free to leave therapy at any time and I would only ask that you let me know if you decide to end early.

Contact arrangements and boundaries

I am contactable by phone or email. Contact between sessions (by therapist or client) is best kept to booking or re-arranging appointments, and brief queries or clarifications. More detailed concerns should, wherever possible, be brought to a face-to-face appointment.

I am unable to provide an emergency or crisis service. In the event of a crisis or emergency, please contact your GP (out of hours dial 111), attend your local A&E department or dial 999. You may also find Samaritans 116 123, 24 hours) helpful.

Confidentiality

Please see my separate Privacy Policy which contains all details about confidentiality and data protection.

My signature below confirms that I have understood and agree with the terms and conditions of Dr Ratcliffe's therapy contract. I understand that if I wish to withdraw my consent I can request this via email:

contact@drdeniseratcliffe.co.uk

Signature.

Date