

Therapy Contract for Dr Denise Ratcliffe, Consultant Clinical Psychologist

Fees and Session Details

Sessions last 50 minutes. If you arrive late, I will still charge for the full session and we will have to finish on time. Payment is made 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:

- Ensure that your policy is up-to-date and does not lapse or expire.
- 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 and Missed Appointments

Late cancellation: if you cancel an appointment with less than 2 *full working days'* notice, 50% of the session fee is payable. This is because I am usually unable to offer the appointment to someone else at such short notice.

Missed appointment (no notice given): if you do not attend an appointment and no notice of cancellation is given at all, the full session fee is payable.

Please note that health insurance companies do not cover charges for cancellations or missed appointments so you will be liable to cover these yourself. You will be invoiced directly for this.

Cancellation by me: if I need to cancel or rearrange an appointment (for example, due to illness or leave), I will give you as much notice as possible and no fee will be charged. Where possible, I will offer an alternative appointment time.

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 your 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 and Data Protection

I must treat all your information as confidential. I can only disclose confidential information if:

1. I have your permission;
2. The law allows or requires it;
3. I am instructed by a third party (e.g. Local Authority or Court);
4. It is in your best interests — for example, to prevent you from seriously harming yourself, or to safeguard a child or vulnerable adult; or
5. It is in the public interest — for example, where necessary to protect public safety or prevent harm to other people.

You are not permitted to record or distribute any audio or visual images from sessions without agreement. If either party wishes to record sessions, then (1) both parties must have agreed to this in advance of the session, and (2) such agreement must be recorded in writing.

Your notes will be kept for 7 years and then securely destroyed. You have the right to access your notes at any time, provided that a request is made to me in writing prior to their destruction.

Your personal data is processed in accordance with UK data protection law (UK GDPR and the Data Protection Act 2018). For details of how your data is collected, stored and used, please see my Privacy Policy. You have the right to raise any concerns about how your data is handled with the Information Commissioner's Office (ICO).

Standards

I am registered with the Health and Care Professions Council (Reg. PYL 20766) and must comply with a range of standards of conduct, performance and ethics to maintain my practising registration.

Agreement

My signature below confirms that I have understood and agree with the terms and conditions of this therapy contract. I understand that if I wish to withdraw my consent to these terms and/or the processing of my personal data, I can request this by emailing contact@drdeniseratcliffe.co.uk.

Signature: _____

Date: _____