



Information about your arrangements for psychological therapy

At our first meeting (and possibly first few subsequent ones) we can discuss what your therapy needs are and how best to address them. Together, we can try to build an initial formulation (understanding of any likely cause and maintenance factors). If we decide that it will be helpful for us to work together, we can plan in a course of regular sessions taking both our diaries into account. Each session usually lasts 50 minutes. EMDR sessions will be 75 minutes, charged at a pro rata rate.

Cancellations

It would be helpful for us both to give each other as much notice as possible when there are events coming up which result in the sessions being unable to take place at the regular agreed slot. Normally, at least 48 hours' notice of a cancellation of a session is required to avoid paying the fee. The full fee is payable for any cancellations without the required notice except for exceptional circumstances, which we can discuss.

Therapist's indefinite return to work

In exceptional circumstances there might be a case where the therapist is unable to return to work, for example due to injury or death. A clinical will is in place should this occur and procedures are outlined as to how all data will be handled and how clients will be contacted. My supervisor will be able to answer any concerns should you need contact before this time.

Confidentiality

Confidentiality is maintained throughout our work, except for certain exceptional circumstances in which I am obliged to disclose certain information. For example, high risk issues, child protection, vulnerable adults, public safety issues, major criminal acts. In such circumstances, I will aim to tell you that I am obliged to pass on such information.

Also, as part of good practice, I will consult my supervisor to ensure the highest quality standards of practice. Your name and any other potentially identifying information will not be disclosed.

Apart from these exceptions, I would always seek your permission before discussing any aspect of our work with anyone else.

Emergencies

Please provide an emergency contact number. This is for me to use as an emergency contact, e.g., for your next of kin for any medical emergency arising during our meetings.

If you find yourself in need of help on an emergency/crisis basis, please approach your GP practice and/or the A&E department or local crisis team (you will be able to search this in on the internet for your area). If an emergency consultation with me is unavoidable, a substantially higher rate of fee may well apply.



GP contact details

It is my usual practice to inform the GP that we are meeting. We can discuss this and whether you wish me to write/send this and/or further updates or not.

Reports/lettersPsychologist Fees

The fee per session contact agreed at the outset usually remains unchanged for a particular course of time limited therapy agreed. For longer term therapy, please note my fees are reviewed quarterly from the start of each tax year. The fee is usually paid by BACS please, so that the fee arrives before the start of each appointment. Please note some banks can take up to 48 hours, on working days, to make the transfer. I will send you my bank details when we agree to make a date and time for the first appointment.

Complaints

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16 states that everyone has the right to complain about their care. Complaints about your care must be provided in writing to Salopian Psychology. Complaints will only be investigated in the following 12 months after the incident, in line with CQC recommendations. This is because after this time it is unlikely that there will be an accurate recall of the incident.

Outcomes

Desired outcomes can't be guaranteed but I will always aim to do my best to use my training, skills and expertise in your service. I encourage us to regularly review how believe the sessions are going so we discuss progress and any obstacles for change, along the way. If I conclude that we are approaching the end of our work together, I will discuss that with you (if we don't already have a pre-agreed time period of meetings.)

Please feel free to raise any questions which you may have about these arrangements. I will be happy to discuss them with you.

I am pleased that you have appointed me to meet you, to see about us working together and I look forward to working with you.

Dr Estelle McDougall

Clinical Psychologist

