



## Terms and Conditions

### Initial Assessment

The initial assessment session lasts for 90 minutes and provides an opportunity to discuss your concerns and discuss your child's goals and expectations for therapy. During the assessment, we will consider whether psychological therapy may be appropriate for your child at this time, and if so, discuss the different approaches available. It is also an opportunity to decide if my style of work suits your needs. Sometimes this may take longer than one session. On rare occasions, I may decide that I cannot offer you a service. If this is the case, I will explain why and advise you on other services/organisations that may be able to offer further assessment and support. Additionally, after assessment, if you feel that I am not the right professional for you, there is no obligation to see me for further appointments.

### Fees

- Initial assessment session (90 minutes) - £165.
- Subsequent sessions (60 minutes) - £110.
- Any letters/reports written on your behalf will be charged at the hourly rate (pro rata).
- Attendance at any meetings/liaison with professionals, as part of my role will be charged at £110 per hour (pro rata).
- Travel to any meetings or out of clinic appointments will be paid at the rate of £55 per hour and 45p per mile.

Fees are reviewed on an annual basis at the beginning of April.

### Payment of Fees- Self funding

Payment must be received at least 48 hours before the session by bank transfer. The session will not be confirmed until payment is received.

### Payment of Fees- Health insurance

If you have health insurance, please contact me to ensure I am registered with your insurer and check that you have an authorisation code before booking any sessions. Invoices will be sent directly to your health care insurer. Please keep me informed of any changes to your policy and the number of sessions you have available under your policy, as you will be liable for payment of any invoices that your health care insurer does not cover. You are responsible for tracking the number of sessions you have approval for from your insurer. Some insurers will require you to pay your excess or a percentage of the costs to Tarka Psychology.

### Payment of Fees- Organisations/3rd parties

For organisations requesting services or third-party payment of fees (e.g. solicitors, case managers), payment is requested by invoice at the end of the calendar month and payment due 30 days after the invoice date. I accept payment by bank transfer.

### Cancellation Policy

If you are unable to attend your appointment, please let me know as soon as possible, and I will try to offer you an alternative if I can.

- If appointments are cancelled by you with more than 48 hours' notice no charge will be made and any payment already made will be refunded.
- Appointments cancelled by you with less than 48 hours' notice or non-attendance without any prior notice are non-refundable.
- **Health insurance clients:** Cancellations with less than 48 hours' notice, or failure to attend, are likely to be counted as one of your designated appointments available to you from your health care insurer. Some insurance companies cover missed appointments but many do not. In the event you miss an appointment or cancel with less than 48 hours' notice and your insurer will not cover this, you will be expected to cover the fee.

I will give you as much advance notice as possible in terms of any breaks in our work together (e.g. holidays) or of any need to cancel or rearrange a future appointment.

### **Lateness**

If you are late to an appointment, the appointment can go ahead but we will still have to finish at the arranged time and no refund will be given.

### **Online Sessions**

Appointments are held via Zoom video conferencing. A link will be sent via email 48 hours prior to the appointment, as long as payment has been received.

Please ensure that you are in a private space where you cannot be overheard and there is no noise that could interfere with the smooth running of the session.

Sessions should not be recorded unless this has been discussed between us and we have both signed written consent.

### **Duration of Sessions and Ending Therapy**

We will agree how long we will work together in the initial assessment. We will review progress and agree subsequent sessions accordingly. I will commit to fulfilling the agreed number of sessions. You are free to finish seeing me at any time but I would ask that you let me know and we can agree how we will end the therapy and bring the work to a close.

### **Confidentiality**

In general, sessions are private and confidential (this includes individual sessions with children and adolescents), unless, I believe there is a risk of harm, either to you, your child, or others.

I am required to have regular supervision of my clinical work. The discussions I have about my clinical work are also confidential and care is taken to maintain anonymity.

Please read carefully my separate [Privacy Policy](#) for more detailed information.

### **Liaison with Other Professionals/Agencies**

My consent form includes permission to share information with relevant professionals. These usually include education staff, GPs, and other health professionals. Being able to share information supports a joined-up approach to support and knowledge.

Any time taken to write reports, letters, liaise with professionals, attend meetings etc. as part of my role will be charged at £110 per hour (pro rata).

## Social Media Policy

I will not acknowledge our work together to anyone without your written permission. For your own safety and security as well as mine, I will not accept any invitations from you or your child through social networking sites such as, Facebook or Instagram. Neither will I respond to blogs written by you or your child or accept comments on my blog from you or your child.

## Ethics and Professional Code of Conduct

I abide by the code of ethics set out by the British Psychological Society (BPS) and the Health & Care Professions Council (HCPC). If you are unhappy with any aspects of the service being offered, please try and discuss this with me directly. This gives us both the chance to address and resolve issues. If, however, you have more serious concerns or complaints that you feel unable to discuss directly with me, you can contact the [Health and Care Professions Council](#) website.

## Support Outside of Sessions and Emergencies

You are welcome to leave a voicemail or email for me between sessions but such contact should be kept to booking or re-arranging appointments, brief queries or clarifications. More detailed concerns should, wherever possible, be brought to our next scheduled appointment. I am not able to provide therapeutic input between agreed session times.

I am unable to offer emergency support. If you, or your child, are in crisis and need urgent support, please contact your GP or NHS 111 for advice. In the event of an emergency, please call 999 or go to your local A&E department.

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If you have any queries or concerns relating to anything contained in this document, please do not hesitate to [contact me](#).