

TERMS AND CONDITIONS OF BUSINESS 2017

Our Aim

We aim to offer our clients, quality psychological assessments and therapy, with a personal and warm service, at a fair cost. We hope this statement about our professional services is helpful to you. If you have any questions, please do not hesitate to contact Moira Presslee on 07876 134678 or moira@drsteveholmes.co.uk.

Our Commitment To Our Clients

We will:

- **Deal with any queries promptly.** We always aim to return telephone calls and emails as soon as possible. We aim to offer appointment times within two weeks with regular meetings available after that.
- **Consider the interests of the person receiving therapy as paramount and keep their information confidential.** (Please see our confidentiality policy for more information). If you have been referred by an employer, or by a relative, we will strive to meet your needs first rather than theirs. It is common if someone else is paying, that they may request certain information about the work we do as a condition of funding. If this is possible, please discuss it with your therapist as early as possible so that a clear agreement can be reached which enables you to feel content about what information can be shared with whom.
- **Provide a comprehensive assessment** of the issues described and **suggest a course of action** or a therapeutic approach based on that assessment.
- **Be clear about the number of meetings** likely to be necessary to help you to budget your finances.
- **Advise you of alternative relevant services** such as the NHS if they might be available to you.
- **If you have referred or are paying for someone else to attend our service** and you want to receive information about that person, please make your expectations clear before the initial meeting, in writing, to Dr. Steve Holmes. The clinician involved will then discuss and reach a formal agreement with the individual concerning what information they are willing for us to discuss and with whom.

We do not:

Regrettably, we are unable to offer an 'emergency service'. This means that if you require urgent help, you will need to contact your G.P. or the emergency services on tel no; 999.

Who We Are:

Dr. Steve Holmes and all of the associates within The Salisbury Practice are highly qualified and experienced clinicians. Each member of the practice is trained in evidence based psychological interventions. That is, psychological therapies which have been shown through a series of systematic and rigorous studies to be likely to be useful for a particular difficulty. We offer psychological therapies which have a strong research evidence base because we believe you are entitled to the best that is currently available and we understand that you should be able to rely on us to offer that. Further details about individual therapists is available to you. If you would like to know more, for example, their qualifications, experience, etc, please do ask either when you attend for your appointment, or by telephoning Moira.

Our Hours Of Business:

Each member of the team works different hours throughout the week and at weekends. Information about availability of your therapist will be made available to you separately. However, appointments are offered throughout the day from 8.00am until 9.00pm, Monday to Saturday.

Moira Presslee, our practice manager works flexible hours. This means that you may need to leave her a message if you telephone but she will always endeavour to return your call as quickly as possible. Flexible working hours often means she is available to talk to you at more convenient times such as in the evenings. Contact: Moira; 07876 134678 email: moira@drsteveholmes.co.uk

Hourly Charges And Expenses:

Payment on the day Invoice

Clinical Psychologists (working with adults)	£ 100	£110
Cognitive Behavioural Psychotherapists (working with adults)	£ 90	£100
Child / Adolescent Clinical Psychologists / CBT Therapists	£120	£120
Consultant Psychiatrist/initial Assessment	£350	
Follow Up Psychiatric Appointments	£160 / hour	
	£100 / ½ hour	

Please be aware that recently, in some circumstances, insurance companies' fees do not cover those of the Consultant Psychiatrist and there may be an additional 'top up' payment required. Please don't hesitate to ask for details on this.

Concessions may be available but please request this from the individual therapist before or at the start of the initial assessment meeting.

Please note that the above hourly rate applies to therapy sessions or assessments as well as report writing. Autism assessments differ. Standard letters are usually free of charge as are telephone discussions up to 15 minutes.

Autism Service at The Salisbury Practice

Comprehensive Assessment and Report £1600

£1000 payable in advance (**prior to attending assessment**) with remainder payable before release of report. We are unable to release report until payment is received. Your report will be available within 15 working days. If you require an urgent report please let us know well in advance.

Cancelled Appointments:

If you need to cancel an appointment, please either contact Moira on the telephone number above or your therapist directly if available. We will always let you know that we have received your message regarding cancellation. Therefore, if you have not heard from us, please assume we have not received your message. Please do not email us to cancel an appointment.

If you need to cancel your appointment with less than 24 working hours notice, or you are running late for an appointment, please leave a message for Moira on tel: 07876 134678 AND ALSO telephone reception at New Street Chambers and leave a message. New St. Chambers' telephone number is: 01722 324343. Please be aware that you may be charged if you cancel an appointment with less than 24 working hours notice.

Payment Methods:

You can pay by cheque – Please make cheques payable to The Salisbury Practice

You can pay by BACS – Account No: 62152754, Sort Code: 40-40-14 (please reference your payment with your name and the date of your session e.g. Smith 130110)

Please note that we respectfully request that you pay our fees within fourteen days of the date of the invoice. There is no charge for the first arrears letter we send. A charge of £10 per letter will be made for any further letters sent out. Where the matter is not resolved and payment remains outstanding, formal proceedings will commence and further charges may apply.

If you are expecting an insurance or health care company to pay for your sessions, please make sure that they have agreed to pay for you to attend and how many sessions they are prepared to fund. Since this information is private to you, our therapists will not know your arrangement with your health care provider and so therefore, if they stop funding, that you will be responsible for paying for your on-going treatment and any outstanding invoices.

Insurance Cover:

Dr. Steve Holmes and each associate within the practice hold their own individual professional indemnity and personal liability insurance. The Salisbury Practice, the business, also holds professional indemnity and personal liability insurance. If you require further details regards this please do ask.

Data Protection Act:

The data protection act requires us to advise you that your particulars are held on our database. We may use these details to contact you for the sole purpose of arranging appointments etc. We will not contact you for any other purpose and we will not pass any information on without your written permission.

Email:

Email is a non-secure method of transferring information but it is used increasingly as the first choice of communication by many. If you do not wish us to contact you by email, please let Moira and your therapist know. We take care with anti-virus and anti-spam protections but cannot take responsibility for breaches in security nor for non-receipt of emails filtered by spam guards. **If your email is urgent, please ensure receipt by telephoning Moira.**

Storage Of Papers And Documents:

Information about you will be kept both in electronic format and in paper format. Approximately six months after your last meeting with us, your therapist will arrange for your information to be stored in secure storage off-site. Records will automatically be destroyed 20 years after the date of the last meeting.

You are entitled to review your file or to have copies of it. If you wish to, please write to Dr. Steve Holmes at the above address so that the file can be retrieved although there may be a fee for this and if you wish to have copies, an estimate of copying fees can be provided to you.

Client Care:

Our aim is to offer you an efficient and effective service at all times. We hope that you will be pleased with your interactions with us. However, if you do have some concerns, please raise it in the first instance with the therapist you have been seeing if possible. If your therapist has not been able to resolve your queries or concerns, then please contact our practice manager Moira Presslee who will be able to advise you about how best to proceed.

I confirm that I have read and understood and that I accept these terms and conditions of business.

Signed.....

Print Name

Date.....