

Therapy Terms and Conditions

This documents outlines the Terms and Conditions for services provided to therapy clients by Rachel Allan Consultancy, including clients seen directly by Dr Rachel M Allan and clients seen by Associate Psychologists working on behalf of Dr Rachel M Allan. The term “Therapist” relates to the individual delivering therapy to the client.

Confidentiality and Records

It is essential for professional therapy services to be confidential, trustworthy, secure and discreet. Client privacy and confidentiality is protected with the utmost care and sensitivity. The privacy of clients accessing services is protected from the point of initial enquiry to the end of therapy, and beyond. The full Privacy Policy for Rachel Allan Consultancy can be viewed at www.rachelallanconsultancy.com/policies. Please note Associate Psychologists working on behalf of Dr Rachel M Allan are independent practitioners, and may work to a separate Privacy Policy.

What is discussed in therapy is confidential between client and Therapist. Brief session notes are kept and stored securely. If it is assessed that a client is at risk of harming themselves, or a disclosure is made that leads the Therapist to think that someone else is at risk of coming to harm, then information will be shared with the relevant agencies. Sometimes it is useful or necessary for the Therapist to be in touch with a client’s GP. The Therapist may discuss contacting the client’s GP with the client, depending on what arises in assessment and therapy.

Therapists receive clinical supervision where cases are discussed to ensure quality and safe practice. Client identity is protected in supervision. Supervision is bound by a confidentiality agreement.

Personal Information

Personal information is handled and stored in accordance with GDPR regulations. Personal data is stored digitally on an encrypted system. This data comprises client contact details, GP details and next of kin details as provided by the client at the beginning of therapy.

Any information noted on paper as part of clinical notes during sessions will be transferred onto an encrypted system, and hard copies will be shredded.

Client information will continue to be stored securely for seven years after therapy comes to an end. The client may request to access their personal information at any time.

Sessions

Sessions are offered online. Sessions last up to sixty minutes. Clients logging in part-way through their allotted time will be seen to the end of the allotted time only, and the full session fee will apply. Clients are responsible for ensuring the necessary facilities are in place to allow their session to proceed, including access to a suitable device, a private space and secure internet connection.

Cancellations and Non-attendance

Sessions cancelled less than twenty-four hours before the appointment start time are charged in full. Sessions missed without notice of cancellation are charged in full. Sessions unable to proceed due to technical issues on the client's part are charged in full.

Payment

Bank transfer is gratefully accepted. Payment is due prior to the beginning of the session. Clients are asked to ensure that payment is completed **prior to** their appointment. Bank transfers are payable to **Dr Rachel Allan, Account Number 56230548, Sort Code 60-83-71**. Clients may negotiate with the Therapist to pay for a number of sessions in advance, if this is deemed mutually agreeable. A receipt of payment is provided digitally via secure link. This is sent to the e-mail address provided by the client. The Therapist reserves the right not to proceed with the session if full payment has not been received. The same payment arrangement applies to clients being seen by an Associate Psychologist on behalf of Dr Rachel M Allan.

Crisis

Dr Rachel M Allan and Associates are not able to provide crisis mental health support. Clients who are suicidal or in crisis, or who require urgent attention in relation to their mental health are advised to contact their GP surgery. The following services may also be contacted:

NHS 24 – 111

This service is available to give help and advice if your GP surgery is closed and you cannot wait until it re-opens

Samaritans – 116 123; jo@samaritans.org

This service provides twenty-four hour emotional support to individuals who are suicidal or in crisis.