



CLIENT CONTRACT AND INFORMATION SHEET

Therapist Qualifications

Both partners have worked as Consultant Clinical Psychologists in the NHS and have post graduate training in Cognitive Behaviour Therapy (CBT) and regular Continued Professional Development in CBT. Our face to face therapists are all fully qualified and where required registered with appropriate professional bodies such as the British Association of Behavioural and Cognitive Psychotherapy (BABCP), or the British Association of Counselling and Psychotherapy (BACP).

Confidentiality and Supervision of Clinical work

All records are held in secure locations and no information will be disclosed to a third party without your written permission, except under very rare circumstances such as notes being requested by the courts, or if your therapist has serious concerns that you present a danger to yourself or to others. In such cases Changing Minds reserve the right to inform the appropriate agencies to ensure the safety of all concerned (usually your GP or other healthcare professional). All therapists receive regular clinical supervision in line with best practice and to ensure that therapeutic standards remain high. This means that information will be shared with your therapist's supervisor on an anonymous basis in order to ensure that the work is appropriately supervised. All therapists subscribe to the Code of Ethics for their professional group (e.g. Health and Care Professions Council for registered psychologists, or the BACP for counsellors) and as an organisation we comply with the Data Protection Act 1988.

Therapeutic process

You will be offered a full clinical Assessment Interview in the first instance. At the end of this appointment, you and your therapist would decide together what type of therapy would be most useful for your current problems. You will then be allocated a therapist, who will contact you within 48 hours to arrange a convenient time for your first appointment. Your therapist will regularly review your progress with you (usually every 6 sessions) and you will be asked to complete a short number of questionnaires each week to ensure that treatment is being effective. These reviews are also an opportunity for you to contribute towards your treatment plan and/or for you to discuss any concerns you may have. Please arrive promptly for appointments - if you are late arriving, your therapist will still need end the appointment at the usual time to ensure that subsequent clients are not delayed. Each CBT/counselling appointment is 50 minutes long, and Telephone based Guided Self Help sessions are 35 minutes long.

Attendance and Cancellations

You will gain the most from your therapy by attending all of your appointments, however we understand that sometimes you may need to cancel an appointment. If you are unable to attend an appointment, please contact your therapist as soon as possible before the appointment time. Unattended appointments without prior notice and/or those cancelled within 24 hours of the scheduled appointment time will be charged at £20 to cover the cost of clinic room fees. We understand that your life circumstances may suddenly change. If at any time you choose or are obliged to discontinue therapy, we ask that you give one weeks' notice before finishing so that you and your therapist have an opportunity to discuss your decision and end therapy in a managed way.

Contacting your therapist

If you have any questions or need to cancel an appointment, please call your therapist directly on the number provided to you. Please remember to switch off your mobile phone before the appointment starts. If your therapist needs to contact you, only the therapist's name and phone number will be left if you are unavailable. **Please note that Changing Minds is not an emergency service - if you require urgent help at any point then you should contact your GP or your local mental health emergency service.**

Fees and Payment

If you are paying for therapy yourself, please pay by cheque or bank transfer either before the appointment or within 24 hours of the appointment taking place, or in advance for a set number of sessions (usually 6 in the first instance). Your therapist will endeavour to give you as much advance notice as possible if he/she is unable to attend your usual session time.

If an organisation e.g. health insurance company, is paying for your therapy, an invoice will be sent on a monthly basis or at the end of a given contract period. It is essential that full authorisation has been given by the insurance company. If the insurers refuse to settle the claim or to pay for any short notice cancellations or non-attendances, you will be responsible for meeting these costs.

Fees are subject to review on an annual basis and non-payment of fees may result in legal action being pursued.

I give permission for a letter to be sent to my GP/referrer at the end of therapy Yes / No (Delete as appropriate)

Client: Signature:

Therapist: Signature:

Date:

Date: