** 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 and the General Data Protection Regulation (GDPR) Law 2016. Please see page two for a copy of our privacy policy. This is also available on our website ([www.changing-minds.co.uk](http://www.changing-minds.co.uk)).

# Therapeutic process

Youwill be offered a full clinical Assessment Interview in the first instance. 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 appointment is 50 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 will be charged at the full session rate and those cancelled within 24 hours of the scheduled appointment time will be charged at £50. 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 consent to my data being used to inform letters and provide reports for referrers and/or insurance companies Yes / No**

**I consent to my anonymised data to be used for research and audit purposes Yes / No**

**I give permission for a letter to be sent to my GP/referrer at the end of therapy Yes / No**

**Client: Signature: Therapist: Signature:**

**Date: Date:**

**Changing Minds LLP Privacy Policy**

This policy details the basis on which any personal data that we collect from you, or that you provide to us, will be processed.

**Who we are**

We are clinical psychologists and psychotherapists assessing and treating a range of mental health difficulties and symptoms. Treatments are carried out in accordance with the British Psychological Society Code of Ethics and Conduct (<https://www.bps.org.uk/sites/bps.org.uk/files/Policy%20-%20Files/Code%20of%20Ethics%20and%20Conduct%20(2009).pdf)> and the Health and Care Professions Council Standards of Conduct, Performance and Ethics (<http://www.hpc-uk.org/aboutregistration/standards/standardsofconductperformanceandethics/>).

**Collection of information.**

For the purposes of providing assessments and therapy, we may require detailed information from you. We will only collect what is relevant and necessary for your treatment. This may include information that you provide by completing online or paper forms, or verbally during appointments, records of correspondence by email or letter, questionnaires filled out during assessment and/or ongoing therapy, and details of visits to our website including but not limited to traffic and location data. Website data is collected by Google Analytics – the privacy policy for Google Analytics can be accessed by visiting <https://policies.google.com/privacy?hl=en>.

**Legal basis for data processing**

Our legal basis for processing your data is contractual necessity for the provision of health care. As health care professionals we have a contract to work with you as an individual under safeguarding and in accordance with our professional bodies (see above). Through agreeing to this privacy notice you are consenting to Changing Minds LLP processing your personal data for the purposes outlined. You can withdraw your consent at any time by using the email address or phone numbers provided on our website ([www.changing-minds.co.uk](http://www.changing-minds.co.uk)).

Our site may contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Where we store your personal data**

Personal data that we hold about you via forms, questionnaires or therapeutic notes, will be stored securely in locked cabinets (for hard data) or on our cloud-based notes secure record system. Copies of paper records are held electronically in password protected files. By providing your personal data, you agree to this storing of information. Records will be kept for 10 years before being destroyed securely.

**Uses made of the information**

1. To carry out any obligations or tasks arising from any contracts entered into between you and us, for example providing reports or other information concerning your treatment to referring agents or insurance companies. Please note that your data will not be shared with any third parties without your explicit consent.

2. To contact you between appointments if and when required via text, phone or email. The email provider we use is hostmonster. You can access their privacy policy by visiting <https://www.hostmonster.com/privacy-policy>.

**Your rights as a data subject**

* Right of access – to request copies of information we hold about you.
* Right of rectification – to correct data we hold that is inaccurate or incomplete.
* Right of erasure – in certain circumstances you can ask for the data we hold about you to be removed from our records.
* Right to restriction of processing, where certain conditions apply.
* Right of portability – to have the data we hold about you transferred to another organisation.
* Right to object – to certain types of processing such as direct marketing, or to automated processing or profiling.

In the event that Changing Minds LLP refuses your request, we will provide you with a reason, which you have the right to legally challenge. At your request, we can confirm what information we hold about you and how it is processed.

**Complaints**

You have the right to complain to us about how your personal data is processed. If we do not provide you with a response within 30 days, you can complain to the ICO (<https://ico.org.uk/concerns>).