

KGPS Karen Green Psychology Services

Terms and Conditions

Confidentiality - Whilst, confidentiality is given the highest priority, I do require your GP details in case of emergency. I will otherwise ask for your permission to contact relevant professionals, usually your GP and, in respect of young people, their educational setting. Contact will only be made in agreement with you first.

The only **exceptions** for not maintaining confidentiality are (1) when there is risk of serious harm to yourself or others and (2) if compelled by court or by law. Wherever possible any such disclosure will be discussed with you first.

Confidentiality, using first names only, is also maintained within the **supervision** I receive. This is a requirement for ongoing professional registration, ethics and development.

Fees - Fees will be discussed on an individual basis before commencing therapy - currently £100 per hour.

Payment - Payment is to be received within 14 days from date of invoice. Invoices are emailed at the start of the month for the previous month's sessions. All payments are required via bank transfer. Late payments will incur a 10% surcharge.

Cancellation of Appointments - 48 hours notice is required if you wish to cancel or rearrange an appointment. If you give less notice, or simply do not attend, you will be charged for the appointment, irrespective of the reason. These charges *may* be waived on an individual basis.

Online/Telephone Appointments – All appointments will be conducted via telephone or by video call, using Zoom. I do not make recordings of sessions for any reason without your explicit written (email) consent. Similarly, you agree not to make any recordings of sessions, discussions, meetings etc. without my explicit written consent both for online and telephone interactions etc.

Ending/Termination – Endings are discussed and agreed within therapy sessions in advance of the ending, so that plans for reducing the frequency of sessions and follow-up appointments can be made. Should you decide to end our work together, I would recommend returning for a final session after notification of this decision to enable work towards a constructive ending.

Letters and Reports - A brief letter may be sent, with your permission, to your GP and, again with agreement, to other relevant professionals e.g. teacher.

A detailed letter or full psychological report can be prepared at an additional cost.

If we are unable to work together for any reason, I will do my best to suggest an alternative therapist.

Emergencies/Crises – I do not offer an emergency or crisis service and, in such situations, you will need to contact your GP; a crisis/support helpline such as The Samaritans 116 123, or contact the relevant NHS emergency service or visit your local A & E department.

Client permission to share confidential information

You will be asked to give consent for Karen Green to share confidential information, as necessary, with other relevant professionals such as GP, other NHS, Social Care, Education staff etc.

Information shared may be in written form e.g. letters or reports and emails and also via telephone conversation/liaison.