

## Therapy Contract

The Lexicon Therapy Practice  
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LexiconTherapy.co.uk

### Introduction:

Thank you for choosing The Lexicon Therapy Practice. This document contains important information about our professional services and the business terms of The Lexicon Therapy Practice. By signing this document, indicating your agreement by checking the relevant box on our website when submitting your referral, or by attending sessions, you confirm that you understand its contents and agree that this document will constitute a legally binding agreement between you and your Clinical Psychologist. The Lexicon Therapy Practice is an organisation that works with self-employed Clinical Psychologist only and does not provide services to Clients. The Clinical Psychologist you work with is an independent practitioner and shall at all times be the service provider.

Please read the information below carefully and note any questions you may have as it forms an agreement as to how you will work with your Clinical Psychologist and outlines their professional obligations regarding confidentiality. Your Clinical Psychologist will be happy to set some time aside for you at your next session to discuss this agreement and answer any queries that you may have.

You may wish to revoke this contract at any time, and may do so by simply writing to us.

Your therapist is a Clinical Psychologist, which is a protected title and means they are regulated by the Health & Care Professions Council (HCPC). They may also be a Chartered Psychologist with the British Psychological Society (BPS), which is legally recognised and reflects only the highest standard of psychological knowledge and expertise. As such, your therapist abides by these organisation's ethical frameworks and standards of conduct (please see below for more information).

HCPC Standards of Conduct, Performance and Ethics:  
<https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics>

BPS Code of Ethics & Conduct:  
<https://www.bps.org.uk/guideline/code-ethics-and-conduct>

### Confidentiality:

Your treatment will involve sharing personal aspects of your life with your Clinical Psychologist, like your thoughts, feelings, and actions. Your Clinical Psychologist's ability to help you depends, to some degree, on how open you are about yourself during your sessions. Anything you disclose will remain confidential. As a regulated healthcare professional, your Clinical Psychologist is bound by the Health & Care Professions Council's (HCPC's) ethical framework to protect Client confidentiality. It is important that you feel able to talk openly with your Clinical Psychologist during sessions and that your right to privacy is protected. This means that your Clinical Psychologist cannot discuss you or your case with any third parties without your consent except in certain circumstances, which are listed below under 'Exceptions to Confidentiality'.

### Records:

The HCPC, in addition to The British Psychological Society (BPS), sets specific standards for record keeping which, as a regulated healthcare professional, your Clinical Psychologist must abide by. These are usually brief and include information such as the dates you met, the topics discussed, and any problems or goals you may have. This is to document your meetings and allow your Clinical Psychologist to provide you safe and effective treatment. Clinical notes and records of charges, payments, diagnoses, and any other sensitive information are kept on your Clinical Psychologist's computer or on The Lexicon Therapy Practice's chosen secure, GDPR

compliant clinical record keeping software and are encrypted with password protection. Records relating to contact with adults are generally kept for 7 years.

The Lexicon Therapy Practice is registered with the Information Commissioner's Office (ZB668749) and any information that is kept is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation (UK-GDPR). Please see below for more information.

ICO Website:  
<https://ico.org.uk>

British Psychological Society Practice Guidelines:  
<https://www.bps.org.uk/guideline/bps-practice-guidelines-2017>

HCPC Record Keeping Standards:  
<https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping>

### **Audio- or Video-Recording:**

It can sometimes be helpful for both Clients and Clinical Psychologist that sessions are audio- and/or video-recorded so that they can listen back to their session. Audio- or video-recording will only occur where explicit consent is provided by you and there is **no** obligation for you to provide consent. The Clinical Psychologist will explicitly discuss this with you prior to any recording taking place. These recordings may be reviewed by your Clinical Psychologist for treatment planning and clinical supervision and remain strictly confidential. All audio- and video-recordings are kept securely on a recording device which is password protected and are completely erased when your treatment is complete.

### **Exceptions to confidentiality:**

Although these are rare, you should be aware that there are some exceptional situations where confidentiality can be broken. The decision to break confidentiality is not taken lightly and your Clinical Psychologist will make every effort to inform you prior to breaking confidentiality where possible. When confidentiality is broken it must be reasonable and proportional to do so.

If you make serious threats to harm another person or persons, your Clinical Psychologist is required by law to protect anyone they seriously feel may be in danger. This could include contacting the person or people who have been threatened or notifying the police. Clinical Psychologists are also required by law to protect children and vulnerable adults. If your Clinical Psychologist reasonably believes that any child or vulnerable adults is at risk from abuse or neglect, the law requires that they report this to the relevant body.

Similarly, if you express the intention to cause severe harm to yourself, and your Clinical Psychologist believes your threat to be serious, then he/she is ethically required to protect you in any way they see reasonable. In these situations, their intervention may involve talking to you about going to a hospital, contacting your GP, or initiating procedures which may have you placed in a hospital without your permission. They may also call a crisis team or the police.

You may wish to tell the court about your psychological issues if you are involved in a lawsuit or administrative procedure (for example, an employment tribunal) and it could help your case. However, if you do this, we may not be able to keep your records or information about any of your therapies or services private in court. If The Lexicon Therapy Practice receives a subpoena or a court order requesting your records, we will be required by law to provide any relevant information.

It is best practice and a requirement of all regulated Clinical Psychologists to receive clinical supervision, often by consulting a Clinical Supervisor who is usually another Clinical Psychologist, on a regular basis for the duration of their career. Your Clinical Psychologist may also seek advice from other mental health professionals. This is crucial to providing you the best possible treatment. If your Clinical Psychologist speaks with their Clinical Supervisor or colleagues about

your case, this will be done in order to best help you. Your identity will always be kept confidential. Similarly, the Clinical Supervisor or colleague will be bound by the same confidentiality policy as your Clinical Psychologist, with the same exceptions also applying.

If your sessions involve family members, then your Clinical Psychologist can ask that each person involved keep the content of the sessions confidential, but they cannot guarantee that everyone will honour this request.

Should you book an appointment with more than one Clinical Psychologist at The Lexicon Therapy Practice, your information will be shared with the other Clinical Psychologist so that we can provide you the best care possible. If you would rather this information sharing not occur, please let your Clinical Psychologist know.

By law, health professionals are required to break confidentiality if a client discloses information about acts of terrorisms, drug trafficking, or money laundering, and they must notify the police without notifying the client.

**Anti-discriminatory practice:**

Your therapist is committed to providing an anti-discriminatory service. They will strive to ensure that this practice is present in all your work together.

**Duration and notice of termination:**

Your Clinical Psychologist provides both short- and long-term therapy. Your Clinical Psychologist will discuss the planned duration of your work together during your initial sessions and will review your progress at regular intervals. Your Clinical Psychologist requires at least one sessions' notice if you wish to terminate your therapy with them. This is because Clients attend sessions on the basis that they agree to give advance notice of leaving therapy, and to meet for final closing sessions. At least two sessions are recommended to address any unresolved issues and finish in a safe manner.

**Holidays:**

Your Clinical Psychologist requires at least one week's notice of any holiday arrangements. Your Clinical Psychologist will provide you with at least two weeks' notice of their holidays. If you want to keep a regular slot with your Clinical Psychologist we will hold this same time for you each week and you can take two weeks off without losing your regular time. Alternatively, you can pay to reserve your slot for anything more than two weeks so that you do not lose your usual time.

Please note that if you are away for more than two weeks and do not pay to reserve your slot there is a chance your Clinical Psychologist's diary may be full when you return.

**Contact between sessions:**

Your Clinical Psychologist can only see you by prior appointment. The easiest way to contact your Clinical Psychologist between sessions is by email. They will endeavour to reply to you as soon as possible but there may be a delay. You can also contact The Lexicon Therapy Practice (please see our website for most up-to-date contact information).

Please note that **we are not a crisis service**, therefore, **we do not offer crisis, urgent, or emergency support**. If you require urgent mental health support, please visit the website below or contact NHS Direct (telephone 111), your GP, or the Samaritans (freephone 116123). In an emergency where your life is at risk, such as if you feel you will attempt to end your life or may have seriously harmed yourself, immediately contact emergency services (telephone 999) or go to Accident & Emergency (A&E) if you are able.

NHS Find an urgent mental health helpline:

<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

**Contacting You:**

If we need to contact you your Clinical Psychologist or a member of The Lexicon Therapy Practice may phone or email you on the the number(s) and email address(es) you provide. We will not speak to anyone else about your treatment (see 'Confidentiality' and 'Exceptions to Confidentiality' sections).

**Fees:**

The Lexicon Therapy Practice charges a fee of £110 per 50-minute session with a Clinical Psychologist and £200 for 90-minute psychological assessment. The Lexicon Therapy Practice reserves the right to change these fees.

Our fees usually increase every few years due to inflation and cost of living increases. You will be notified well in advance where this does happen.

**Letters, Reports & Other Services:**

The Lexicon Therapy Practice charges the same hourly rate on a prorated basis for other professional services you may require. Other services may include reading or writing reports, telephone conversations exceeding 10 minutes, attendance at meetings, consultations with other professionals upon your request, and preparation of records or treatments.

Your Clinical Psychologist may be willing to write any relevant letters and reports but will require your written permission for them to do this. The fee is based on the time it takes your Clinical Psychologist to write the document.

**Payments:**

Payment for appointments must be made in advance at the time services are booked, unless alternative arrangements are agreed in advance. Payments can be made by bank transfer or card by visiting the payment link contained in the invoice emailed to you. Payment must be made on time, in full, and without any deduction, set off or counterclaim. Should an account be outstanding, we will need to refer the debt to debt collection agents, which incurs a surcharge of 15% of the debt, plus VAT at the prevailing rate. You agree that you will be legally liable to pay us that surcharge and that payment of the same can be enforced against you in court. You also agree to pay interest at the relevant reference rate provided under the Late Payment of Commercial Debts (Interest) Act 1998, which is interest both payable after and before any judgment of the court and continues to accrue.

**Cancellation policy:**

Please contact us as soon as possible to let us know of cancellations. Your Clinical Psychologist requires at least 48-hours notice of a cancellation. Unfortunately, we are unable to refund payments for non-attended appointments or if less than 48-hours notice of cancellation is provided. Appointments can be cancelled via email or phone. If you arrive late your Clinical Psychologist will not be able to extend the session, as this will affect their other appointments. If you arrive more than 15-minutes late to an appointment your Clinical Psychologist may not be able to see you.

**Information Sharing with Your GP:**

Your records are confidential within the practice and will not be shared with other parties without your prior permission. If your Clinical Psychologist feels it would be helpful to share information about your treatment with your GP they will discuss this with you. However, The Lexicon Therapy Practice is a private service and you have the right to decline information sharing with your GP even if your Clinical Psychologist makes this suggestion. The only exception to this is if your Clinical Psychologist needs to break confidentiality for your safety (see 'Confidentiality' and 'Confidentiality Exceptions' sections for details).

**Attending under the influence:**

Your Clinical Psychologist may be unable to deliver effective therapy if you attend sessions under the influence of psychoactive drugs, including alcohol. In such a case and where there is obvious impairment, your Clinical Psychologist may discuss the issue with you and seek to come to an agreement that will allow them to offer you the most effective treatment possible. This may be

agreeing to a period of abstinence prior to sessions from psychoactive substance(s). Please note that appointments which are cancelled due to clients attending under the influence of psychoactive drugs are not refundable or transferable.

**Complaints:**

If you are not happy with any of your sessions or the standard of your Clinical Psychologist's work, we hope that you would feel able to talk to them about this to seek a resolution or understanding.

If you feel unable to talk to your Clinical Psychologist or you would like to make a complaint, you can contact The Lexicon Therapy Practice using the contact details on our website. We take complaints seriously and will always investigate. It may be possible for you to see another one of our Clinical Psychologists of your choosing.

In the event of a serious complaint, please contact the HCPC or visit their website (see below) for advice on what to do if you have concerns about your therapy or Clinical Psychologist.

HCPC raise a concern:

<https://www.hcpc-uk.org/concerns/raising-concerns/public/>

+44 (0)20 7840 9814

+44 (0) 800 328 4218

[ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)

If there is anything that you do not understand about this agreement, or if you would prefer it in a different format, please let your Clinical Psychologist know.

By signing this document, indicating your agreement verbally or by clicking the relevant checkbox on our website, or by attending sessions, you confirm that you understand its contents and agree that this document will constitute a legally binding agreement between you and your Clinical Psychologist.

A copy of this contract is available upon request.