

Therapy Contract

The Lexicon Therapy Practice
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Introduction

Thank you for choosing The Lexicon Therapy Practice. This document contains important information about our professional services and the terms on which they are provided.

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 constitutes a legally binding agreement between you and The Lexicon Therapy Practice.

The Lexicon Therapy Practice is an organisation through which services are delivered by Clinical Psychologists. The Clinical Psychologist you work with is a self-employed practitioner who is independently responsible for the clinical services they provide, including assessment, treatment, and professional decision-making.

Please read the information below carefully and note any questions you may have, as it outlines how you will work with your Clinical Psychologist and their professional obligations, including confidentiality. Your Clinical Psychologist will be happy to set aside time during a session to discuss this agreement and answer any questions you may have.

You may withdraw from therapy at any time by informing us.

Your therapist is a Clinical Psychologist, which is a protected title. By law, they must be registered with the Health and 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. Your therapist is required to adhere to the relevant professional standards and ethical frameworks.

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

Confidentiality is a fundamental part of psychological therapy.

Your therapy may involve sharing personal information about your thoughts, feelings, and experiences. Your Clinical Psychologist's ability to support you effectively depends, in part, on how open you feel able to be during sessions.

Information you share will be treated as confidential and will not be disclosed to third parties without your consent, except in specific circumstances outlined below under 'Exceptions to Confidentiality'.

As a regulated healthcare professional, your Clinical Psychologist is required to adhere to the professional and ethical standards set by the HCPC, including the duty to protect client confidentiality.

It is important that you feel able to speak openly during sessions and that your privacy is respected.

Records

Your Clinical Psychologist is required to maintain appropriate clinical records in line with the professional standards set by the HCPC and BPS.

These records typically include information such as appointment dates, the nature of the work undertaken, and relevant clinical information necessary to support safe and effective treatment.

Clinical records, including notes, contact details, and records of appointments, payments, and (where applicable) diagnoses, are stored securely. This may include secure electronic systems (such as password-protected and encrypted devices or software) and/or paper records stored in a secure location.

Information submitted via referral forms is collected and stored using secure website systems. Appropriate measures are taken to ensure that all personal data is handled in accordance with data protection requirements.

The Lexicon Therapy Practice is registered with the Information Commissioner's Office (ICO) (Registration Number: ZB668749). All personal data is processed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Records relating to adult clients are typically retained for a period of 7 years in line with professional guidance.

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

In some cases, it may be helpful for sessions to be audio- or video-recorded so that you and/or your Clinical Psychologist may review the session.

Any recording will only take place with your explicit consent, which will be discussed with you in advance. You are under no obligation to consent, and you may withdraw your consent at any time.

Where recordings are made, they may be used by your Clinical Psychologist for purposes such as treatment planning and clinical supervision. All recordings will be treated as confidential.

Recordings will be stored securely using password-protected and/or encrypted systems and will only be accessible to your Clinical Psychologist. Recordings will be retained only for as long as necessary and will be securely deleted when no longer required.

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.

Confidentiality may be breached in the following situations:

Risk of harm to others:

If you make a serious threat of harm to another person or others, your Clinical Psychologist has a duty to take appropriate steps to protect those at risk. This may include informing relevant individuals, services, or the police.

Risk of harm to yourself:

If your Clinical Psychologist believes there is a serious risk of harm to yourself, they may take appropriate action to ensure your safety. This could include contacting your GP, a crisis team, or emergency services.

Safeguarding:

If there are concerns that a child or vulnerable adult may be at risk of abuse or neglect, your Clinical Psychologist has a legal and professional duty to share this information with appropriate safeguarding agencies.

Legal requirements:

Your Clinical Psychologist may be required to disclose information if ordered to do so by a court, or where there is a legal obligation to report certain types of information (for example, in relation to serious crime or national security).

Clinical supervision and professional consultation:

Clinical Psychologists are required to engage in regular supervision and may seek professional consultation to support your care. Where this occurs, information will be shared on a confidential basis and anonymised where possible. All professionals involved are bound by the same standards of confidentiality.

Multiple clinicians within the practice:

If you are seen by more than one Clinical Psychologist within The Lexicon Therapy Practice, relevant information may be shared between clinicians to support continuity of care. If you have any concerns about this, please discuss them with your Clinical Psychologist.

Involvement of others in sessions:

Where sessions involve more than one person (e.g. family members), your Clinical Psychologist will encourage all parties to respect confidentiality. However, confidentiality cannot be guaranteed between participants.

Anti-discriminatory practice

Your Clinical Psychologist is committed to providing a respectful, inclusive, and anti-discriminatory service. Care will be taken to ensure that your therapy is delivered in a way that is sensitive to your individual background, identity, and experiences.

Duration and notice of termination

Your Clinical Psychologist offers both short- and long-term therapy. The likely duration of therapy will be discussed during the initial sessions and reviewed periodically.

You are free to end therapy at any time. Where possible, you are encouraged to provide at least one session's notice so that the work can be brought to a safe and planned ending. A final session (or sessions) is recommended to review progress and address any outstanding issues.

Your Clinical Psychologist may also end therapy where it is no longer clinically appropriate, where engagement is inconsistent, or where professional boundaries cannot be maintained. Where possible, this will be discussed with you in advance.

Holidays

If you plan to be away, you are encouraged to give as much notice as possible so that appointments can be managed appropriately.

Your Clinical Psychologist will aim to provide at least two weeks' notice of planned absences, where possible.

If you have a regular appointment slot, this will usually be held for up to two consecutive weeks of absence. For longer periods, you may choose to reserve your regular slot by continuing to pay for the sessions during your absence.

If a slot is **not** reserved for longer absences, we cannot guarantee that the same appointment time will be available on your return. Regular appointment slots are only guaranteed where sessions are attended or paid for.

Contact between sessions

Your Clinical Psychologist is available by prior appointment only.

Between sessions, the preferred method of contact is email. Your Clinical Psychologist will aim to respond within a reasonable timeframe; however, responses are not guaranteed and may be delayed.

You may also contact The Lexicon Therapy Practice using the details provided on our website.

Please note that **this service does not provide crisis, urgent, or emergency support.**

If you require immediate assistance, you should contact your GP, NHS 111, or the Samaritans (freephone 116 123).

If you are in immediate danger or at risk of serious harm, please contact emergency services (999) or attend your nearest Accident & Emergency (A&E) department.

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 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

Session fees vary depending on the clinician and service provided. The fee applicable to your sessions has been confirmed to you in your onboarding email and/or invoice, and this is the fee that applies to your sessions.

As a guide, sessions with a Clinical Psychologist are typically in the region of £120 per 50 minutes, although this may vary.

Sessions are typically 50 minutes in duration. Longer sessions (e.g. for assessments or specialist work) can be arranged by agreement and are charged on a pro rata basis.

Fees are reviewed periodically and may be adjusted in line with factors such as inflation and cost increases. Any updated fee will be communicated to you in advance and will apply from the stated effective date. Continued attendance at sessions after a fee change constitutes acceptance of the updated fee.

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 is required in advance at the time of booking, unless alternative arrangements have been agreed in advance. Payment is typically made by bank transfer. Where available, payment by card may be offered via a secure payment link.

Payment must be made in full and on time.

If payment is not received, we reserve the right to cancel or reschedule appointments, and to withhold further appointments until any outstanding balance is cleared.

Where fees remain outstanding, we reserve the right to take reasonable steps to recover the debt, which may include instructing a third-party debt recovery agency. You may be liable for any reasonable costs incurred in recovering outstanding fees, where permitted by law.

Cancellation policy

If you need to cancel or reschedule an appointment, please let us know as soon as possible. A minimum of 48 hours' notice is required.

Where less than 48 hours' notice is provided, or an appointment is not attended, the full session fee will be charged.

Where more than 48 hours' notice is provided, payments will usually be carried forward to a rescheduled appointment.

Appointments can be cancelled via email or phone.

If you arrive late, your session may not be able to be extended and will usually still end at the scheduled time. If you arrive more than 15 minutes late, your Clinical Psychologist may not be able to proceed with the session and the full fee may still apply.

Repeated cancellations or rescheduling, even where sufficient notice is given, may affect our ability to offer a regular appointment slot. In such cases, we reserve the right to release your regular appointment time and offer future appointments on an ad hoc basis. Where this occurs, future appointments will need to be booked individually and paid for at the time of booking.

We aim to provide a consistent and reliable service. If your Clinical Psychologist needs to cancel or reschedule an appointment, this will be avoided wherever possible and you will be given as much notice as possible. An alternative appointment will be offered, and you will not be charged for any appointments cancelled by us.

Private Health Insurance

If you intend to use private health insurance to fund your sessions, this remains your responsibility.

Where sessions are funded by private health insurance, additional documentation or insurer-specific agreements may be required. These must be completed before sessions can begin or invoices can be submitted.

Unless otherwise agreed in advance, sessions are self-funded and payment is required in line with this agreement. You may be able to reclaim costs from your insurer directly, and this should be arranged between you and your insurer.

Where The Lexicon Therapy Practice agrees to invoice an insurer directly, you remain responsible for any fees not covered by your policy, including excesses, shortfalls, or non-payment by the insurer.

We are not responsible for obtaining authorisation, confirming cover, or completing insurer-specific documentation unless agreed in advance.

Information Sharing with Your GP

Your information is kept confidential within the practice and will not be shared with other parties without your consent. Where your Clinical Psychologist believes it would be helpful to share relevant information with your GP, this will be discussed with you in advance.

As a private service, you have the right to decline information sharing with your GP.

The only exception to this is where your Clinical Psychologist has a legal or professional duty to share information without consent (see 'Confidentiality' and 'Exceptions to Confidentiality' sections for further details).

Attending under the influence

Your Clinical Psychologist may be unable to provide effective or safe therapy if you attend a session under the influence of alcohol or other psychoactive substances.

If there is evidence of significant impairment, your Clinical Psychologist may decide not to proceed with the session.

In such cases, the full session fee will still apply, and the appointment will not be refundable or transferable.

Where appropriate, your Clinical Psychologist may discuss this with you and agree steps to support effective engagement in future sessions (e.g. attending sessions substance-free).

Complaints

If you are not satisfied with any aspect of your therapy or the service provided, we encourage you to discuss this with your Clinical Psychologist in the first instance, where possible, so that any concerns can be understood and addressed promptly.

If you feel unable to do so, or if the issue is not resolved, you can contact The Lexicon Therapy Practice using the contact details on our website. All concerns will be taken seriously and investigated appropriately.

In the event of serious concerns regarding the standard of care or professional conduct, you may also wish to contact the HCPC for further guidance:

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

Updates to this Agreement

The Lexicon Therapy Practice reserves the right to update this agreement where necessary. The most current version will always be available upon request.

Agreement

By signing this document, indicating your agreement verbally, completing the relevant checkbox on our website, or attending sessions, you confirm that you understand and accept the terms of

this agreement, and that it constitutes a legally binding agreement between you and The Lexicon Therapy Practice, through which services are provided by your Clinical Psychologist.

