

Psychotherapy Services Agreement

Welcome to my practice. This document contains important information about my professional services and business policies. Please read it carefully. We can discuss any questions you might have at our next meeting. When you book an appointment, this document will represent an agreement between us.

Method of Practice

I work from an integrative approach, informed by humanistic and psychodynamic philosophy and mindfulness ways of working, but I draw from other approaches too, such as cognitive behaviour therapy, depending upon your needs. I am able to vary my style from fairly structured to fairly loose, according to your preference. By working collaboratively we can arrive at the most appropriate working style for you, so please do let me know if the style used does not feel like the best one for you.

Sessions, Fees, Cancelled or Missed Sessions and Late Arrivals

Our therapy sessions are for 50 minutes, typically once a week or once a fortnight.

It is generally advisable to keep sessions to one regular time and location, where possible, to give a stable base for our work together. Our agreement may be:

- To arrange sessions one by one
- To have an open-ended contract, where sessions are *automatically* scheduled every week / every fortnight on a regular day and time *unless specifically cancelled by either of us*. Sessions are usually not held on a Bank Holiday.

We will agree a session fee. You can pay by a variety of means, including through an online payment portal. Sessions should be paid for in advance or during the session. Missed sessions should be paid for as soon as reasonably practical. My fees are reviewed each year.

Important note: Once you have booked a session, or agreed a regular day and time in open-ended work, this time is reserved specifically for you. If you arrive late we will still need to end at your regular finishing time because I will have other people scheduled after you. If you need to miss or cancel a session (including a first session), I ask for at least 48 hours notice, because I have set this time aside exclusively for you and will not be able to offer it elsewhere.

With less than 48 hours notice you would still need to pay for the session. This would normally apply even if you were unable to make a session for reasons outside of your control, such as a close family member's illness or transport difficulties - it is not usual to expect a therapist to bear costs that are outside of their control, arising from events in your own life.

**Jacky Walker Ltd t/a The Harley Consultancy,
7 Rosebay Close, Norwich, Norfolk NR6 6DX
Mobile: 07796 904473**

Email: consult@theharleyconsultancy.co.uk **Website:** www.theharleyconsultancy.co.uk

Contact in-between sessions

We may contact each other briefly by phone, text or email about arrangements for sessions. You can contact me between 8.30am and 8pm (weekdays), or Saturday mornings, on 07796 904473. Or email me in good time on contact@theharleyconsultancy.co.uk. Please remember that thanks to spam filters and the complexity of internet traffic, emails do not always arrive.

Please be aware that I have many demands on my time and attention, and am not able to provide a crisis service. If you need therapeutic help urgently in-between sessions, then as a first step please use any self-help strategies we have discussed. If you still need support, contact your GP, the Samaritans (08457 909090 or jo@samaritans.org), or other people or organisations we may have identified as resources. If you urgently need therapeutic support from me, then where possible I will arrange to speak with you for up to 10 minutes to help you manage again. We will talk about the circumstances at our next session.

Confidentiality

As a member of the British Association for Counselling and Psychotherapy (BACP) and the United Kingdom Council for Psychotherapy (UKCP), I abide by their code of ethics. This means that there are certain situations where I may not be able to keep what you share confidential, such as:

- You give me your written consent for this confidence to be broken.
- I am compelled by law (such as the Child Protection or the Terrorism Act) or a court of law.
- The information you give me is of such gravity that confidentiality cannot be maintained, such as where there is a possibility of harm to yourself or others or in cases of crime. In such circumstances I would always try to talk to you first.
- A third party requires information or a report and you have given me written consent for this.

I also regularly discuss my work with an experienced colleague to ensure my practice remains well-founded. I may make brief notes after each session, which will be kept in accordance with the Data Protection Act (1998). These are purely to help me in my work with you and are securely destroyed after we have finished working together.

Ending

In the normal course of events you will probably know when you are ready to finish. It is usually important to allow one or more sessions to bring things to a proper conclusion, and we can agree how many feel appropriate.

There may be times during our work together when you find yourself reluctant to attend your session. If this happens, it is likely that we are at an important part of the work, or we need to talk about how we are working together, so it is important that you still come to your session to allow us to look at this together.

So if you are finding our work together is feeling difficult at any point, I would ask you to talk to me about this rather than suddenly ending, as this could well deprive us of the chance of resolving important issues.