

Terms and Conditions

You will meet initially with me to discuss what your needs are and how best to address them. If it is decided that it will be helpful for you to undertake treatment, I will offer you a regular time slot for your sessions. Each session is 50 minutes long.

Policy for cancellations and missed appointments

Please contact me as soon as possible to let me know if you would like to cancel an appointment. Cancellations with less than 48 hours' notice before the appointment or non-attended appointments without any prior notice will be charged at the full rate. If you have a holiday or other arrangement coming up which interferes with your sessions, please give me as much notice as possible. I will provide you with as much notice as possible if I need to cancel/reschedule one of your appointments. I have a busy clinic and often have people waiting for an available appointment. If you cancel two scheduled initial appointments or fail to attend, you may not be offered a further appointment.

Fees and payment

My fee is payable at the end of each session in cash, or by cheque made payable to Oonagh Koppel. If you prefer to pay by electronic transfer (BACS), payment must be received within seven days of each session.

If you intend to use private healthcare insurance and your insurance policy does not cover the full cost of each session, you will be responsible for the payment of any fees not covered by your policy. It is your responsibility to check with your insurers of any amount that will not be covered by them. I will invoice your private healthcare insurance provider and will inform you of any unsettled fees and request that these are paid within seven days.

Confidentiality

Confidentiality is maintained throughout treatment, except in certain circumstances in which I have a legal or ethical obligation which conflicts with clinical confidentiality, namely if in your therapy you share information that suggests that your safety, or the safety of others, is at risk. Should that happen, it may be necessary to involve other people or other agencies in a protective capacity. In such circumstances I would of course inform you first. From time to time I will seek consultation with a colleague to maintain a high standard of clinical practice; identifiable information is not revealed. In other situations, I will seek your permission where possible before discussing any aspect of your work with anyone else.

Information sharing

I adhere to guidance as set out by the General Data Protection Regulation. I will retain only the information that I need to ensure that I can do my job effectively, which includes your contact details, and brief handwritten session notes. These handwritten notes will be stored securely within a locked cabinet. When we have finished working together, I will erase any electronic records of your information and correspondence within one month. I will hold onto your written information for up to seven years past the end of our working together. This is so that I have a reference of our work in situations such as you returning to therapy in the future. After this time has passed, I will shred the written information.

Contact

I check my emails within my working week, which is Monday to Friday, but not at the weekend. If something arises that is important for me to know about, please make a note to help you to remember to bring the matter to our next session. I am not able to offer an emergency service. If you are in crisis, please call your GP, your GP out-of-hours service, or visit your local A&E or NHS Walk In Centre. You can also call the Samaritans on 116 123, or email them via their website at www.samaritans.org.