



# THE LONDON PRACTICE

## Psychotherapy and Coaching

### Session length and duration

My sessions are usually 50-minutes long and take place weekly at the same time and on the same day of the week, unless we have agreed a different format. We will first arrange an Exploratory Session where we can discuss your reasons for coming and hopes for change, answer any questions you may have and talk about if and how we might work together. If you then decide you would like to begin therapy with me, we will initially arrange 6 weekly (individual) sessions as minimum commitment which gives us both the chance to review at session 4/5 and decide how we want to work together in the longer term. In most cases, we will then agree to either work within a time limited framework or to work in an open-ended arrangement, which means we don't have a limit on the number of sessions, and will discuss ending within an appropriate notice period when the time feels right (see below).

When working as a couple, the minimum commitment after the Exploratory Session would be for 2 individual sessions and 2 couple sessions, we would review our progress and decide if and how we continue after that.

We will discuss your individual circumstances, length, focus and frequency of our sessions to determine what might be most suitable for you.

### Setting up virtual sessions

For all virtual sessions, we will meet in my personal Zoom meeting room, the link will be sent to you once you have booked your first session. I will already be 'in the room', and once you arrive, you will be in a virtual waiting room until the time of your session, at which time I will add you to the room. If you haven't used Zoom recently or ever, it's best to arrive a few minutes early to set up your connection, camera, sound etc. As we are meeting online, a lot of what I would normally take care of in our space will need to be managed by both of us on both sides.

Please make sure that:

- you are seated at eye level to the camera and showing at least your upper body or more of you (use a stack of books or similar)
- you can be sure to be uninterrupted and not overheard during the full duration of the session (you may need to use a headset if you are not alone)
- have some tissues, pens and paper and glass of water within reach
- your computer is plugged into a power source
- you can be reached on the phone in case we get unexpectedly cut off (to rearrange if need be)
- you have all notifications on your computer and phone turned off (sound and pop ups)
- you give yourself *at least* 10 minutes before the session and 15 minutes after the session during which you are not doing anything on your computer, ideally you block out a little more time for reflecting and processing before for example going into another meeting.

### Cancellations

Your regular appointment time is being reserved for you each week until we end. Therefore, **you will still have to pay for sessions that you miss or cancel with less than 3 days' notice.**

If you cancel within the 3 days' notice period (email or text), I will offer you an alternative time within the original time frame we agreed to work in, or if we are working in an open-ended agreement, within the next 4 weeks. However, if you cannot make the alternative dates I can offer, the session you missed will be lost, and you will not be reimbursed. The sessions will not be 'added on' after the end date, as our ending date will need to stay the same as agreed at the beginning.

Any change of plans with less than 3 days' notice will be considered a short notice cancellation, and will not be rescheduled.

Should I need to cancel a session due to an unexpected emergency, I will of course offer you some alternative appointments, or reimburse you, if we cannot find a way to reschedule before the end of our work.

### Public holidays and planned absences

Any vacations, public holidays or other absences you have already planned at the time we book our first 6 sessions will not be charged. If we are working in an open-ended agreement after that initial period, you may take 2 days/sessions of planned absence in every six months period as planned holidays free of charge. Any missed sessions beyond that will be charged. There will be no sessions on public holidays in the UK unless we agree otherwise.



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### Ending and notice period

It is important to give the ending process sufficient time to be dealt with and for us to conclude our work in this case, even if this may be uncomfortable. I ask for a **minimum of 2 further sessions after you have decided to end** to make this possible. If we have been working together for more than 12 weeks, a longer ending period would be appropriate.

### Fees and payment

The fee for individual **50-minute sessions is £70**. The fee for **90-minute couple sessions is £125**.

You will be able to book the initial session online via my website (PayPal) or you can pay via bank transfer. After the initial 6 individual sessions, you can pay monthly in advance for the next month's sessions, for which I will send you an invoice via email. While we meet online, you will need to have paid for the sessions in advance of our session date. For face to face sessions, it is also possible to pay cash at each session.

### Confidentiality

The sessions are completely confidential. An exception applies only under these three circumstances:

- From time to time I will discuss my work with a clinical supervisor. This is a standard practice and helps me to work as well as I can with you. My supervisor is bound to the same code of ethics and confidentiality as I am and your full name will not be disclosed.
- If I believe you are at urgent risk of harming yourself or others, I reserve the right to break confidentiality in order to prevent harm. In this case I may contact your GP and/or the police and/or your emergency contact person. I would only do this in extreme circumstances and I will always try to discuss this with you first, before taking any action.
- If required by a court of law to give evidence (e.g. in criminal proceedings).

### Records

I will keep short written notes on our sessions. These are not identified by name and stored securely and separately from any other records with your personal data. As we are not meeting in person, I will ask you to fill out and send me a document with some personal data via Email. My Email account and calendar are protected with two-factor identification.

### Data Protection

When you email me and as we set up our first and future sessions, I will ask for, process and store certain information about you, including your name, date of birth, contact details, payments made for sessions, personal information – including health and medical issues – and your domestic arrangements. This is necessary to enable me to run my psychotherapeutic practice and to provide you with a safe and ethical service to you. This is done upon the lawful basis of "Legitimate Interests" for the purposes of health and social care.

All information that I collect and store about you is either anonymized, stored behind lock and key and/or two-factor password protected. For insurance and safe-guarding purposes, I may be required to store some of this information for up to 7 years following the date of our last session, at which point it will be securely deleted or shredded. You have the right to view this information, which will be provided within one month of request, and to ask for changes to be made.

Your name and contact details may be passed on to my appointed Therapeutic Executor in case of my sudden death or incapacity to contact you myself, for example in case of a severe accident, so that you can be informed.

You have the right to object to holding and processing information about you. Where I need to retain certain information for legal purposes (e.g. to comply with the insurer's terms and conditions) this might however mean that we cannot enter an agreement to work together.

I take your Data Protection seriously and I am registered with the ICO. My registration number is ZA746048. If you have any concerns or questions about the contents of this privacy policy, please discuss them with me first. If not satisfied, you can contact the ICO.