



THE LONDON PRACTICE

Psychotherapy and Coaching

Session length and duration

Therapy 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 if and 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 (with a fixed number of sessions in total) 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 1 individual session each, followed by 2 couple sessions, we then review our progress and decide if and how we continue after that.

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 if possible (e.g. using a stack of books or similar)
- Couples need to be sitting in the same room and dial in from one device only, ideally sitting on a sofa or two comfortable chairs next to each other, and both be visible as much as possible (hands/arms, upper bodies)
- you won't be interrupted or overheard during the duration of the session (you may need to use a headset if you are not alone in the house)
- 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 10 minutes before and after each session during which you are free, and not working on your computer or have another meeting. Use this time to reflect on where you want to begin, take notes or just have a moment of pausing.



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Cancellations

Your regular appointment time is being reserved for you each week until we agree to end. Therefore, **you will still have to pay for sessions that you miss or cancel with less than 48hs notice.**

If you cancel with enough notice, 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 not be rescheduled or refunded.

Any change of plans with less than 48hs notice will be considered a short notice cancellation, and will not be rescheduled or refunded.

Should I need to cancel a session due to an unexpected emergency, I will of course offer you some alternative appointments, or reimburse you for sessions already paid.

Public holidays and planned absences

Any vacations or absences you have already planned and given me notice of at the time we book our first 6 sessions will not be charged. After that, you may take 2 sessions of planned absence in every six months period we work, as planned holidays free of charge (within the regular notice period). Any further absences, regardless of the notice period, will be charged/rescheduled where possible, to ensure a minimum of continuity for our work. If you are away during UK public holidays, this will not count as a cancellation, as long as you let me know ahead of time.

Fees and payment

The fee for an individual **50-minute session is £75**. The fee for a **90-minute couple session is £145**.

The initial consultation is a one-off payment and free of commitment. The first six individual or four couple's appointments after that will be paid for in advance. Ongoing monthly sessions can either be paid once a month in advance for the following month, or on each day of the session, but need to have been paid by the time we meet. You will receive a monthly invoice with the payment details via email.

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 session, once 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.



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Confidentiality

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

- a) 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 or other identifying details will not be disclosed.
- b) 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.
- c) 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.