



# Talking Therapies

## Client Confidentiality & Contract

Welcome to **Talking Therapies**;

We aim to keep our waiting times as short as possible, and in order to be fair to other patients awaiting treatment it is important that you keep your planned appointments. Please note that the terms on page one of this contract must be agreed to in order to access Talking Therapies

### Cancellations

In order to maintain the quality of our service for all, we have the following requirements in place:

- If you miss ANY two appointments either consecutively or more than one without giving us at least 3 days' notice we will end your treatment and write to your referrer informing them that you have been discharged from the service.
- If you are unable to commit to attending either in person or on the telephone for the next 4 weeks then we suggest you delay the start of your therapy.
- If you are unable to attend in person at short notice we will be happy to conduct your session by phone to reserve your ongoing therapy space.

### Confidentiality - **Talking Therapies** takes confidentiality very seriously

Talking Therapies is an NHS Provider dedicated to improving patient care and ensuring your wellbeing. In order to demonstrate Service outcomes your information may be shared and linked across other NHS providers. Please be assured that your personal details will be treated confidentially and anything that can be personally identified about you will be removed

If you're worried about your information being shared, or if there is something specific you don't want shared, please let us know as soon as possible. For further information please read our use of Patient Information Leaflet

It is important that staff providing therapy receive supervision to maintain high standards and that your case may be discussed by your Therapist and Supervisor, but your name will be not be used.

Your GP will be informed of your contact with Talking Therapies and confidentiality may also be broken for the following reasons:

Circumstances relating to harm of others or self;  
Identified risk(s) to children or vulnerable adults (this includes historical abuse disclosures and risk to others).

### I accept to abide by the following Therapy Contract Terms

- To attend on time in person/ by phone for any pre-booked appointment.
- Frequency and times of sessions will be discussed and agreed and will normally be weekly or fortnightly
- To be fit to engage in a psychological therapy by not being intoxicated or affected by drugs/medication for either individual or group sessions.
- To cancel any planned appointment that I am not able to attend giving at least 3 days' notice.
- If I have more than two planned cancellations, face to face or by phone, I will be discharged from Talking Therapies unless there are exceptional circumstances. If I fail to attend a pre-booked phone session without an explanation and contacting Talking Therapies I will be discharged to my GP if I do not contact the service within 24hours.
- I understand that any unplanned cancellations will be deducted from the overall number of therapy sessions that I have planned with my therapist.
- Talking Therapies operate zero tolerance of all forms of abuse; therapists and/or clients reserve the right to end treatment in the event of any abusive behaviour or other exceptional circumstances.
- I understand that after I end treatment Talking Therapies may contact me with information about other services we offer that will support my wellbeing

Client Name ..... Client Signature .....Date .....

Therapist's Name.....

**Complaints:** If you are unhappy with any aspect of your experience with Talking Therapies, please contact our Clinical Services managers, Matthew Poll or Susan Scupham, either via our main number **0300 365 2000** or our email address : [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk).

# Talking Therapies

## Client Consent

I understand that it is important that staff providing psychological therapies receive supervision and that their skills are monitored and assessed to ensure quality of service to patients. Audio recording session or video recorded sessions with patients allows the clinical supervisor or professional trainer to listen to the session, and the therapists' skills can be monitored and they can learn to improve their work.

The purpose of this digital recording is to provide Berkshire Healthcare staff with an audio or audio-visual record of the session. The recording may be used for the following purpose(s):

Member of staff to tick those for which the recording has been made:

- Clinical supervision, this will not form part of the clinical record and recordings will be deleted within 3 months of creation, unless explicit consent to continue retention and use of the recording is gained.
- Education and training of staff, this will not form part of the clinical record and recordings will be deleted within 3 months of creation, unless explicit consent to continue retention and use of the recording is gained.
- By signing this form I confirm that my Healthcare Professional has fully explained what they would like to record, the reasons for this and how the recordings will be used, therefore I understand that:

- The recording will be kept confidential and stored securely, used only for the purpose(s) specified above, or where there is a lawful basis to share the recording(s).

- I can withdraw my consent at any time by contacting the service or by telling the Healthcare Professional at my next session I no longer wish for recordings to take place.

- The recordings will only be accessed by staff associated with my care and the supervision of this (which may be external to Berkshire Healthcare).

- The recordings will **not** form part of my patient record.

- The recordings will **not** be made available to the worldwide web or other sharing medium.

I am signing this consent form as (please tick):

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_