

Terms & Conditions

Assessment appointment

I offer a full assessment to all new patients where I will do full history to get to know you as well as possible and fill in any missing information from your pre-assessment questionnaire. This will allow me to best identify any problem or problems and advice on the best management options and devise a treatment plan with you.

This will generally take 55 minutes but if you have a very complex or long history we may need to complete the assessment at a subsequent appointment or if you let me know in advance, we can plan to have 1 hour and 30 minutes for the first assessment. If you are late arriving for an appointment, you will only be able to be seen until the original planned ending time. Assessments can also be done via Skype.

Follow-up appointment

They will be 25 minutes long and take place generally every two to 4 weeks or more or less frequently according to your needs. We will discuss this at every appointment. If you are late arriving for an appointment we will still only be able to work until the original planned ending time. Follow-ups can also be via Skype.

Fees

The agreed fee is payable by cash or cheque can be made at the end of each appointment. Payment by bank transfer and PayPal (incurs 3% fee) is also possible; please let me know in advance so I can provide you with the details. Please check website FAQ for further details.

If you want to use health insurance please check in advance if I am a provider. If I am, your insurance details including the authorization number if applicable needs to be received on booking the appointment and no later than 48 hours before the appointment date. It is your responsibility to ensure you have authorization or you will be liable for full cost of the appointment.

Missed appointments

Should you find you are unable to keep an appointment, it is important to give as much notice as possible. If I am unable to attend, I will do the same.

If an appointment is missed without notification or you do not give 48 hours notice or arrive late, you will be liable for the full cost of the appointment. This also applies if you are using health insurance but you will be liable.

Treatment

On occasions you may feel that the issues spoken about in the appointments are distressing, confusing or may seem unhelpful or won't seem to make immediate improvements. It is important to talk about these feelings rather than not attending or cancelling, so please come to the appointment or book another appointment sooner.

Confidentiality

The content of appointments will be kept confidential. However, confidentiality will be broken if you or someone else is at serious risk of harm, or a court compels me to do so. Nonetheless, this would, wherever possible, be discussed with you first. All records are kept in regulation with the Data Protection Act.

Code of Ethics

I adhere to the General Medical Council (GMC) good medical practice guidelines, 2013. A copy of this is available to you at www.gmc-uk.org

Complaints or suggestions procedure

Anyone who is receiving assessment and treatment can make a complaint or suggestion. Please discuss your concerns with me in the first instance and I can clarify on further procedure if you wish.

Insurance

Professional indemnity insurance is held.