



This document contains 1) service terms and conditions and 2) privacy notice.

## 1) Service Terms and Conditions

### **Introduction**

This document explains the work agreement between the therapist (me) and the client (you). These terms and conditions explain what is provided, and protect and help us if we disagree. Please discuss any questions or worries you have before entering into this agreement.

### **SESSIONS**

#### Initial Assessment

The initial assessment lasts up to 2 hours with verbal feedback and a summary report. Usually there is enough information to proceed to therapy. However for children with complex difficulties, extended assessment may be recommended. This will be discussed and planned with you.

#### Extended Assessment

4 - 6 sessions are planned, and may include a nursery or school visit. A standard report is included; an extended report can be provided by negotiation (see reports below).

#### Session

A standard session is a therapy contact lasting up to 1 hour. It may be used for assessment, therapy, observation, meetings/liaison or other purposes as agreed between therapist and client. Sessions can take place in a variety of locations, eg clinic, home, nursery, school etc.

#### Therapy

- A therapy programme can be arranged following assessment based on discussion with you, therapy findings and recommendations.
- It may be a single session for advice, a series of therapy sessions or a pre-planned block.
- A block consists of 6 - 8 sessions or half sessions (30 minutes each) depending on the therapy programme.
- Support for recommendations/programmes already in place can also be arranged.
- At the end of a block you will get a summary report.

#### Brief Consultation

A brief consultation lasts up to 30 minutes and can meet a range of needs. For example, it may be used to discuss the need for assessment, to briefly review progress, for advice about a specific issue, for sharing information etc. A brief consultation is agreed in advance and booked at the therapist's discretion. It is verbal (face -to-face or by phone) with no report provided.

## **REPORTS**

### Summary Report

A summary report is brief, up to 200 words, and includes bullet points and a recommendation.

### Standard Report

A standard report is up to 500 words, and may include background information, details of assessment findings or therapy, and recommendations for next steps.

### Extended Report

An extended report is up to 1500 words in length. This is negotiated and provided according to need.

NB. At present I do not do medico-legal work, or provide reports specifically for this purpose.

## **COSTS/FEES**

Initial Assessment £120

Standard Session £60

NB Session time is around 30% of the therapist's work per client, and this rate therefore covers planning and preparation and writing case notes, and includes costs for administration, professional duties and business overheads.

Extended Assessment £250 - £375 (by negotiation)

Therapy Block of 6 £360 (half sessions £180)

Therapy Block of 8 £480 (half sessions £240)

Brief Consultation (30 minutes) £30

## **TRAVEL COSTS**

Generally if you attend clinic premises arranged by me in York, or your home/school visit is within 3 miles of York station, then you will not be invoiced for travel costs. Travel outside York is charged at an hourly rate of £20.00 in increments of 15 minutes (eg 45 minutes = £15.00). Usually travel is by car for convenience, however for longer distances public transport may be used and ticket prices included in the invoice. If required please agree an estimate before accepting an appointment.

## **COMMUNICATION**

Please note that using **email** to communicate is not secure without encryption. If you prefer and choose to communicate by email then York Speech Therapy does not accept liability for interception. With your consent York Speech Therapy will communicate by email to maintain contact or confirm appointments. Documents containing identifying personal information will be sent by post or using document password protection.

## **PAYMENT**

You will get an invoice within 21 days of completing a session. Blocks will be invoiced in advance of sessions.

You can pay by cash, guaranteed cheque or bank transfer, and payment is required within 14 days of the date of invoice.

Payment by Healthcare Insurance Company may/may not be possible - please discuss this before contracting services.

## **NON-PAYMENT**

If payment is late you may be contacted to remind you.

If payment is not made within 21 days of the date of invoice, you will be sent a letter advising of legal action.

If payment is not made within 28 days of the date of invoice, non-payment will be referred to a solicitor.

### **FEE CHANGES**

Fees will be reviewed annually in March, and are subject to increases to reflect the cost of living. Existing clients will be given notice of fee changes, and the price of sessions already booked will not be increased.

### **CANCELLATION**

It is the responsibility of the bill payer to cancel appointments. Please speak to the therapist and/or get confirmation, one way text messaging is not sufficient.

If the therapist cancels an appointment, it will be re-arranged by negotiation. If an alternative session is not possible, you will not be charged.

If the client cancels an appointment up to 6.00 pm the previous day, the session will be re-arranged at no extra cost.

If the client cancels on the day of the appointment, then payment is invoiced at half the session rate.

If one session of a block is cancelled, the above applies.

### **FAILURE TO ATTEND**

If the client fails to attend an appointment and does not cancel, the bill payer will be invoiced at the session rate.

If the therapist attends at an agreed location eg home, nursery, school etc, and the client/carer is not available and the appointment has not been cancelled, then this is a failure to attend.

It is the responsibility of the bill payer to inform the therapist of cancellations for nursery/school sessions. If the therapist attends and the session does not take place, the bill payer will be invoiced at the session rate.

### **CONFIDENTIALITY**

I am registered with the ICO (Information Commissioners' Office) as a Data Controller. This means that all client details, case notes and correspondence will be stored securely and treated confidentially according to Data Protection laws. [ico.org.uk](http://ico.org.uk)

### **DISCLOSURE AND BARRING SERVICE (DBS)**

I have an enhanced disclosure with the DBS, which makes sure that I have no criminal record and that I am a suitable person to work with children and/or vulnerable adults. [www.homeoffice.gov.uk/dba](http://www.homeoffice.gov.uk/dba).

### **COMPLAINTS**

Most issues can be resolved through discussion. If you have a concern or complaint, please speak to me directly in the first instance. If you wish to make a formal complaint, please contact ASLTIP (The Association of Speech and Language Therapists in Independent Practice). [www.helpwithtalking.com](http://www.helpwithtalking.com)

I am registered with the HCPC (Health and Care Professions Council) and am a member of the Royal College of Speech and Language Therapy. Further information about Speech and Language Therapy, registration and credentials can be found at:

Royal College of Speech and Language Therapists [www.rcslt.org](http://www.rcslt.org)

Health and Care Professions Council [www.hcpc-uk.org](http://www.hcpc-uk.org)

[emily.peattie@hotmail.co.uk](mailto:emily.peattie@hotmail.co.uk) 07534527279

February 2018/April 2018 Privacy Notice included.

## **2) Privacy Notice**

Information/Data about you will be collected, processed and stored. This includes personal information, personal data and sensitive personal data. 'Sensitive' data relates to information about health, religion, ethnic or racial background.

### **WHAT DATA IS PROCESSED AND STORED?**

- Personal details, family details, case history.
- Speech and language therapy notes, plans, reports relating to your care.
- Documents and paperwork relating to your care eg medical or education reports.
- Invoices and payment details.

### **THIS INFORMATION IS GATHERED FROM:**

- Face-to-face contacts.
- Therapy notes.
- Communications including letters, emails, texts and phone calls.
- Documents provided by you or with your consent eg school reports.
- Liaison with others, with your consent.
- Payment/transaction details.

### **WHY IS DATA PROCESSED AND STORED?**

- Contractual:
  - To manage relationship with you
  - To fulfil contract
  - To deliver service
  - To manage payments
- Statutory/Legal:
  - To fulfil legal duties
  - To keep records
  - To ensure safeguarding
  - To comply with professional regulations and standards

### **HOW IS DATA PROCESSED AND STORED?**

- Electronically in accordance with General Data Protection Regulation (GDPR). Computer storage is encrypted.
- Paper files in secure storage.
- Mobile phone contacts.
- Email - see Communication in terms and conditions.

- Business bank account (transaction details).

### **WHEN IS DATA PROCESSED AND STORED?**

- During our contract.
- When it is in your best interest eg to fulfil contract.
- When I have a legal duty eg safeguarding concerns.
- When it is in my legitimate interest ie running business, paying taxes.
- When you consent.

### **HOW LONG IS DATA KEPT?**

- When you have been discharged from the service your information will be put into archive storage, and subject to restricted processing.
- Records will be retained until a child's 25<sup>th</sup> birthday. This is a legal duty, necessary in case there are legal proceedings or complaints for which documentation is required.
- In some cases the duty to store data may be longer for legal, regulatory or technical reasons.
- Records will be disposed of according to legal requirement and local policy.

### **DATA PROCESSING AND STORAGE: YOUR RIGHTS**

You have the **right to object** and the **right to erasure**.

This means that you can:

- Object to storage and/or use of your personal data.
- Ask for your personal data to be removed or deleted if there is no need to keep it.
- Request restriction of processing.
- Withdraw consent at any time – this does not affect the lawfulness of any processing carried out before consent was withdrawn.

You also have the right:

- To complain.
- To be informed of data breaches.
- To have inaccuracies corrected.
- To request access to stored data and information about you. You can apply in writing, and requests will be answered within 30 days.

You can get information about data protection from the Information Commissioner's Office: <https://ico.org.uk>

As part of our contract you will be asked to sign a consent form for data processing. Please discuss any concerns before signing.

Data Controller: Emily Peattie Speech and Language Therapist  
York Speech Therapy

April 2018

