



York Speech Therapy

Em Peattie Specialist Speech and Language Therapist 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 Consultation and Assessment

The initial assessment lasts 1 - 2 hours with verbal feedback and a summary report on request. 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

Travel costs are by negotiation. Please check when we arrange an appointment.

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 is charged in mileage and time. Usually travel is by car for convenience, however for longer distances public transport may be used. Mileage and time is estimated from York station using Google maps. Please agree an estimate before agreeing an appointment.

Mileage: 50p per mile

Time: £10 per hour (or part thereof).

Example: Journey of 10 miles taking 40 minutes = £5.00 + £10 = total £15.00.

Distances over 35 miles are by negotiation.

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 will be contacted by phone 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 in advance of any 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 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 Protection Officer. 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

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/dbs.

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

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

Health and Care Professions Council www.hcpc-uk.org

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