

# **Terms and conditions for Assessment and Therapy / Coaching sessions**

[version June 2025]

This agreement sets out the terms and conditions under which we will be working together, which you kindly signed at the beginning.

## **Fees**

Therapy and sessions are costed at £130 for 60 minutes in total (50 minutes for therapy plus up to 10 minutes for a session summary, reviewing actions, agreeing session times and safety planning as required).

## **Sessions**

Sessions take place online as well as face-to-face as agreed together. The assessment also involves some online electronic screening. Please arrive promptly for your session. Due to my busy schedule, your appointment cannot be extended to compensate for a late arrival. A missed appointment is charged in full.

## **Payment**

We will be invoicing you or your insurance (where applicable). If you wish to book further appointments, they can be arranged at a cost of £130 each (You can pay by following the link at the bottom of your invoice).

NB Payments are strictly non-refundable once paid.

If your insurance is paying for a number of sessions as part of your agreed package and treatment plan, once your agreed sessions paid by your insurance have ended, I can offer subsequent private therapy sessions at the price of £130 per session, which is due by bank transfer 48 hours before an appointment.

## **Responsibility for payment and health insurance**

You, as the client, are responsible for payment of fees. Where we have agreed, I will invoice health insurance companies directly, but if, for any reason, they do not cover my fees, then these become payable by you. Some insurance companies require you to pay an insurance excess directly to me. Please inform me if this is the case. It must be paid within 30 days of commencing treatment. I will require the authorisation code before the start of your treatment in order to send any invoices to your insurance.

## **Cancellation policy**

Please be aware that I require 48 hours' notice to cancel or reschedule a session. Normally, late cancellations within 48 hours cannot be refunded. You will need to book and pay for a new session.

Health insurance companies typically do not cover late cancellations or non-attendances, so I will invoice you directly where this arises.

If you need to cancel an appointment for a Monday session, you will need to cancel by Thursday morning to avoid paying the full fee.

I will send you an invite via MS Teams if you are attending remotely.  
If you are attending face-to-face, the address is:

The Business Village  
Innovation Way  
Wilthorpe  
Barnsley  
South Yorkshire  
S75 1JL

*Please report to reception upon your arrival.*

### **Confidentiality and data protection**

Your conversations with me will be private with the exception of some limits, as follows:

- It is good practice to reflect upon clinical work with other clinicians in supervision and I do this regularly with those who abide by the same Code of Practice. I may break confidentiality in the event of significant risk of harm to yourself or someone else.

For example, if I consider that there is a risk of physical harm to you or somebody else.

- In a serious medical or psychiatric emergency.
- If you disclose information regarding the risk of a child's safety or welfare.
- If you disclose information about serious criminal activity, I am required by law to report this.

I take notes during sessions on paper or electronically via Heidi AI Scribe. All paper notes are uploaded and encrypted and then shredded. It is accepted practice to keep these electronic notes for seven years following the end of Treatment.

Health insurance companies may request access to notes for case management or quality assurance purposes.

The court may require access to notes which I have to comply with.

You can see my data protection policy on the website at:

<https://www.drsilkenewman.co.uk>

### **Anything else**

Please don't hesitate to get in touch if there is any other information I can help with.

A handwritten signature in black ink, reading "Silke Newman". The script is cursive and fluid, with the first name "Silke" and last name "Newman" written in a single line.

**Dr Silke Newman**

**Consultant Clinical Psychologist**