

**Julia Samworth**

**Feeling Free, Being Me Psychotherapy & Ecotherapy**

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### **ONLINE PSYCHOTHERAPY CONTRACT**

**You must be over 18 years old (at the time sessions start)**

This letter outlines the services I offer together with details of the fees, availability, cancellation policy and confidentiality. You should treat this letter as the terms of our agreement.

These terms are applicable if you are located in the United Kingdom. If you are located elsewhere, you should only accept this agreement if you are willing to be bound by the laws of the above jurisdiction.

If you agree to the terms outlined below, then please print and sign the document, create a pdf of it and email this to me. If you have questions or require clarification on any of the points in this document please contact me by email, telephone or text before signing the document.

Please note that this document CANNOT be used as evidence that you are in therapy with me. If you require proof that you are in therapy with me, please let me know.

#### **Is online therapy suitable for you?**

Online therapy can be convenient. It avoids the need for travel, can enable flexible appointments at short notice, can be conducted from any location with suitable network coverage, and enables you to continue therapy even when you are unable to physically leave your home. However, before agreeing to proceed with online therapy you might consider the following:

- Do you currently feel able to discuss what might be a difficult or emotionally troubling issue with a therapist via a video link?
- Do you have a place, or time in your home, when you can be alone and feel able to talk without being overheard or interrupted for 50 minutes?
- Do you have access to suitable technology, a computer or laptop, tablet or smartphone that you are able to use?
- Do you have broadband, Wi-Fi, or other reliable means of getting online?
- Do you have headphones or earphones that can be used with your computer or smartphone?

Should you need physical assistance during your therapy session is there anyone nearby that the therapist could call to assist you? You will need to provide an emergency contact.

If you are uncertain about how to answer any of the above questions, please contact me with your concerns before booking an appointment.

#### **Type of therapy**

The mode of therapy I practice is Integrative. Integrative counselling and psychotherapy weaves together approaches and tools from a range of therapeutic models, enabling therapy to be tailored

to you and to the concerns you wish to explore. My methods are primarily brief and solution focused.

Therapy sessions are client driven, I will work with the issues you bring to therapy, rather than tell you what you should be working on. I work with the idea that you are seeking therapy willingly, you will be open and transparent during our work together, and you have a desired outcome in mind.

I am registered with the United Kingdom Council for Psychotherapy (UKCP) as a psychotherapist

### **Therapy sessions**

Therapy sessions are offered via video (usually Teams). They are 50 minutes in duration, and initially I expect to work with clients at least once per week but towards the end of therapy we can space the sessions as appropriate. Sessions are normally scheduled for the same day and time each week. However, in special circumstances I endeavour to meet individual needs.

Appointments are available by prior arrangement. Please be flexible when booking your session time.

### **Booking an appointment**

You may book appointments by telephone, email or text message. When you request an initial assessment, you should request an appointment giving a few dates and times when you are available. If we decide to go ahead after the assessment, we would arrange an initial set of appointments.

On arranging the appointments, I will send you an invoice enabling you to make a payment by bank transfer. Please pay for the session on the day of the session and use the name of the person having the session as your reference on the bank statement.

I will also send you an appointment confirmation email and a link to join the session will be emailed on the day of the session.

### **Cancelling an Appointment**

To cancel a scheduled appointment without charge, the cancellation must be made by email, text or telephone at least 48 hours before the scheduled start time and as much notice as possible is appreciated. Cancellations made within 48 hours of an appointment will be charged at the agreed session price.

### **Extended or unforeseen absence from therapy**

If you intend to interrupt therapy for two or more consecutive sessions, please discuss this with me as soon as possible so that your therapy is planned around this absence.

### **If I am unable to attend a session**

If I am unable to attend a scheduled session, I will give you as much notice as possible by email, telephone or text. If I do not attend a session and I am unable to give you notice, I will contact you as soon as possible. You will not be charged for the session.

### **Ending Therapy**

You may end therapy at any time, but it is usual to discuss this with me at least one week before the final session.

## **Fees and Payment**

Fees per session are shown below.

You will be sent an invoice by email once you book an appointment. Payments can be made by bank transfer and should be made to the account on the invoice. Bank transfer payments should be made on the day of the session and your name used as the transfer reference. You may block book sessions and pay for them by bank transfer.

If you agree to make BACS payments and the payment is not made on the day of the session an administration fee will be charged for the raising of subsequent invoices.

Assessment on-line using Teams (20 minutes): Free of charge

Appointments on-line using Teams (50 minutes): £50

## **Privacy and Confidentiality**

Therapy sessions are conducted under strict rules of confidentiality. I will not disclose information that may identify you without your consent, unless legally bound to do so. If it is necessary to contact another party e.g. your doctor, or legal representative, I will first seek your permission.

From time to time, I may discuss your case with my supervisor during supervision. However, no information will be disclosed that will explicitly identify you.

For insurance purposes I am obliged to keep brief notes of our sessions. Any notes that I may make will be stored securely for up to six years and will not be made available to third parties unless mandated by law or at your request. After six years from the end of our last session any notes will be destroyed. This is in accordance with General Data Protection Regulations (GDPR) applicable within the UK and European Union.

If you ask me to send your notes to another party, the contents of the email will be sent using standard google encryption and password protected. Alternatively, the notes will be sent by post.

You must also abide by the rules of confidentiality, and must not record or make available the contents of our online sessions without my written consent. This explicitly means that you **MUST NOT** record or live stream our video or audio sessions, post any part of our sessions on social media, or arrange for others to do the same without my written consent.

Your sessions are for you alone, therefore others including young children should not be present during your online therapy sessions.

Please be aware that I will never request your personal information or bank account details by email or text. I will never ask you to complete an online form without discussing it with you first. I will never ask another person to contact you on my behalf for the purpose of obtaining your personal information or requesting payment. I will only ever send you an invoice in response to a specific appointment request, and you should only ever make payment to the account on the invoice.

## **Making contact**

Before your first online session you will receive an appointment confirmation email with the date and time of your appointment, and instructions on how to join the session.

You will need a Computer, Tablet, or Smartphone to join a video session. The Teams application is used for video sessions. You **DO NOT** need a Teams account to use the Teams application, and

before your first session you will be prompted to download the app once you click on the meeting invitation link.

For best results, I recommend that you sit in a reasonably well-lit location, and that you use headphones or earphones for best sound quality, and to reduce the risk of our conversation being overheard.

Please ensure that the battery on any portable devices (laptop, phone, headphones, earphones) you intend to use is fully charged before you join the session.

If you experience difficulty joining the session please contact me by email, telephone or text. The telephone numbers and email address are at the top of this document.

### **Connection failure**

If your sound or video quality degrades, for example intermittent freezing, loss of sound, or total disconnection. This may be caused by power or device failure, excessive traffic on your local network (within your home) or the internet in your area. I recommend that you have an alternative means of contact to hand. For example, a mobile phone or landline. Should our video connection become unstable please disconnect and contact me on the telephone number above.

### **Making a Complaint**

If for any reason you are dissatisfied with the service I provide, please advise me in writing at your earliest convenience. I will endeavour to address your complaint, but should my endeavours be deemed insufficient, you may make a formal complaint to the United Kingdom Council for Psychotherapy (UKCP).

What you should do if you want to make an appointment

If you agree to the terms outlined above and you are an individual who will be over 18 years old when sessions begin:

1. Fill in the details below
2. Print and sign the document
3. PDF the document and email it to me
4. Unless we have already agreed a date and time, request an appointment date and time in your reply.
5. I will respond to your request by email, giving you the date and start time, or offering you a list of alternative dates or times.
6. I will send you an invoice for the session. Details of how to make payment are at the foot of the invoice. You must pay for the session on the day of the session.
7. I will send you an appointment confirmation email and on the day of the session a link to join the session.

I look forward to speaking with you soon.

Kind regards.

Julia Samworth

**Client Details** – All fields are required

Client's Full Name
Mobile Number
Landline Number
Home Address
Date of birth [DD/MM/YYYY]

By sending your data to me, you are consenting to it being used to create a client record.

Client Signature .....Date DD/MM/YYYY.....