

Julia Samworth

Feeling Free, Being Me Psychotherapy & Ecotherapy

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ONLINE PSYCHOTHERAPY TERMS

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

This letter sets out the terms of our agreement, including fees, availability, cancellation, and confidentiality. If you agree, please complete the details at the end, sign, and return the document. If you have any questions, please contact me before signing.

This document is not provided as formal proof of therapy for third parties. If you require confirmation of attendance for insurance, legal, or occupational purposes, please let me know.

These terms apply if you are located in the United Kingdom. If you are located elsewhere, you should only proceed if you are willing to be bound by UK law.

Type of therapy

I practise integrative counselling and psychotherapy, drawing on a range of therapeutic approaches to tailor therapy to your needs. Therapy is client-led: we will work with the issues you choose to bring, and I encourage openness at a pace that feels safe for you.

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

Therapy sessions

Online sessions are usually provided via video (typically Microsoft Teams) and are 50 minutes in duration. Sessions are normally scheduled for the same day and time each week. Initially, sessions are usually weekly, with frequency reviewed as therapy progresses. I will endeavour to accommodate individual needs where possible.

You do not need a Teams account to attend sessions. You will be sent a meeting link. Please ensure your device is charged and ready before the session begins.

If you experience difficulty joining or maintaining a connection, please contact me by WhatsApp, email, telephone, or text as soon as possible. Where a session is disrupted due to technical difficulties, we will agree how best to proceed.

By engaging in online therapy, you confirm that you have access to a private space and suitable technology, and that you have provided an emergency contact. At the start of each online session, or if your location changes, I may ask you to confirm where you are physically located so that appropriate help can be contacted in an emergency.

Booking an appointment

You may book appointments by telephone, email or text message. If we decide to go ahead after the initial assessment, we will arrange an initial set of appointments.

Cancellations and Missed Appointments

Appointments may be cancelled by email, text, or telephone with at least 48 hours' notice.

Cancellations within 48 hours will be charged at the agreed session fee, unless there are exceptional circumstances (e.g. sudden illness or emergency), in which case I will use my discretion.

If you anticipate an absence of two or more consecutive sessions, please discuss this with me in advance. If I am unable to attend a session, I will give as much notice as possible and no charge will be made.

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. All attended sessions, including a final session, are charged at the usual rate.

Fees and Payment

An invoice will be issued when appointments are arranged. Payment is by bank transfer and must be made before each session.

Current Fees

- Assessment online (circa 20 minutes): Free of charge
- Online therapy sessions (50 minutes): £70

Fees are normally discussed at the initial assessment and may change from time to time.

Privacy and Confidentiality

Therapy is conducted under strict confidentiality. Confidentiality may be broken if I believe there is a serious risk of harm to you or others, in safeguarding situations involving children or vulnerable adults, or if required by law. Emergency contact and GP details will only be used in exceptional circumstances where I am seriously concerned about your safety and cannot establish your wellbeing (for example, if communication breaks down). For any other disclosure (e.g. to a doctor or legal representative), I will seek your permission wherever possible. I may discuss your work in professional supervision without identifying you.

Brief clinical records are kept securely and retained for 7 years after our last session, in line with my Data Retention Policy (available on request), professional responsibilities and insurance requirements. After the retention period ends, records are securely destroyed. You have the right to ask for access to your personal data, request correction, and in some circumstances request erasure or restriction of processing. Subject access requests will be handled within the required timeframe, and I will carry out a reasonable and proportionate search for relevant records.

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 protection, unless another secure method is agreed.

You must also abide by the rules of confidentiality and must not record or make available the contents of our sessions without my written consent. This explicitly means that you **MUST NOT** record or live stream our sessions, post any part of our sessions online or 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 therapy sessions.

I will never request your personal or bank details by email, phone, or text, ask you to complete online forms without prior discussion, or request payment via a third party. Invoices are only issued in response to appointment requests, and payment should only be made to the account stated on the invoice.

If I die, become seriously ill, am incapacitated, or am suddenly unable to continue practising, my appointed Clinical Will Executor, Stephen McCabe, may access relevant client contact details and records solely for the purpose of notifying clients, supporting continuity of care, signposting to alternative support, meeting professional obligations, and ensuring records are handled securely. This access is limited to what is necessary and is subject to confidentiality.

My Privacy Policy, GDPR Statement and Cookie Policy are available on my website: <https://juliasamworth.com>. My Data Retention Policy is available from me on request. These documents explain how I collect, use, store, retain and protect personal data.

Making a Complaint

If your complaint is about the therapy service I provide, please raise this with me in writing at your earliest convenience. If we cannot resolve the matter, you may make a formal complaint to the United Kingdom Council for Psychotherapy (UKCP).

If your complaint is about how I collect, use, store, retain or share your personal information, you can raise this with me as a data protection complaint. I will acknowledge your complaint within 30 days and respond without undue delay. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

In summary:

If you agree to these terms and are over 18, please complete the details below, return the signed document, and request an appointment if one has not already been agreed. I will confirm the appointment and issue an invoice, which must be paid before the session.

I look forward to speaking with you soon.

Julia Samworth

Client Details – All fields are required

Client's Full Name
Mobile Number
Home Address
Date of birth [DD/MM/YYYY]
Emergency Contact – Name, Mobile Number, Relationship
GP Name, Surgery, Address, Phone Number
Please let me know how you found me e.g. Counselling Directory, BACP, UKCP, other (please state)

By signing this agreement, you acknowledge that I will use your personal data to maintain appropriate enquiry, assessment and therapy records, manage our therapeutic work, administer appointments and payments, and meet legal, safeguarding, insurance and professional obligations. More information is provided in my Privacy Policy. My Data Retention Policy is available from me on request.

Client SignatureDate DD/MM/YYYY.....