

Our responsibilities:

- You will be treated as an active participant in the care you receive.
- You will be treated with courtesy and respect.
- If we believe you need to see a specialist, we will discuss this with you and make the necessary arrangements i.e. a referral to the Community Mental Health Service (CMHT).
- We will respect your right to see your records. However, as under the Data Protection Act 1998, requests can be refused if there is reason to believe you seeing your record may cause harm or distress to you or others.
- We will maintain appropriate records of your contact with us.
- Whenever possible, we will give you at least 24 hours notice of any cancellation. However, on occasions your therapist may telephone the office to report sickness on the morning of your appointment – if you have a mobile number, it is important we have details of this to make it as easy as possible for us to contact you.

Your Responsibilities:

- We expect you to treat all of our staff (therapists and administrators) with courtesy and respect.
- We are not an emergency service. If you are experiencing a crisis or emergency, you should contact your GP or your local CMHT for support.
- If the therapist has provided you with a contact number (i.e mobile number), this should be used only as a form of contact with regards to arranging/cancelling appointments. The mobile will only be switched on during the therapists' working days.
- Please remember that your particular therapist may not always be available to speak with you direct as he or she may be seeing other patients. Messages can be left at the head office on **(01208) 871905** for your therapist. Due to other clinics etc, they may not always be able to get back in touch with you on the same day.
- Please do not attempt to contact your therapist outside of work using social media networks such as Facebook. The therapist will not be allowed to accept such requests as it breaches codes of conduct as set out by our professional bodies.
- Please be punctual. We will make every effort to be on time for your appointment, but do appreciate that delays do occur. If you are considerably late for your appointment, on occasions, it may not be possible to start the session at all. If this happens, your therapist will re-book another appointment with you.
- Please remember that it takes time to arrange for you to see your records. You may be charged a sum to cover our costs. For further detail on this, please see our **[request for information policy]** available from our head office.
- Please tell us promptly if you no longer need or cannot keep your appointment, so that it can be offered to another patient and not wasted. It is standard practice that anyone missing two appointments, or cancelling at short notice, will not be offered further appointments. This is to encourage everyone to engage with their treatment as it is a crucial factor in making recovery.
- Please tell us immediately if you change your name, address, telephone number etc.