

## Therapy Information Sheet



### Dr Kate Castle

- ▶ BABCP Accredited Cognitive Behavioural Therapist: 060270
- ▶ BPS Chartered Counselling Psychologist & Associate Fellow: 174470
- ▶ HCPC Registered Counselling Psychologist: PYL04970

### Appointments

Appointments last for 50 minutes, online or based at the Practice Rooms, 55 Queen Square, Bristol BS1 4LH. The initial consultation is a detailed assessment to clarify the problem and establish what would be most useful for you. At the end of the initial consultation, you can decide if you would like to continue with further therapy appointments.

### Fees

**Standard fees** £90

**Reduced rates** £75 for students and unemployed clients

**Private Health Insurance** £110 includes additional admin time

### Payment

Payment is requested at the end of each session, by cash or by bank transfer within 5 days.

### Cancellation Charges

If you are unable to attend an appointment, please let me know as soon as possible by text, answerphone message or ideally by email. There is no charge for cancellations with more than 24 hours' notice. If I receive less than 24 hours' notice, I reserve the right to charge up to the full fee. Missed sessions will be charged at the full fee. If you are late for an appointment, I will not be able to overrun, and the full fee will still apply.

### Private Health Insurance

The client takes ultimate responsibility for payment of each session, so it is important to clarify your insurance policy before beginning therapy. Please contact your insurance provider for an authorisation code and to clarify how many sessions they have approved and if there is a payment limit. You will be charged directly for any appointments cancelled with less than 24 hours' notice if the insurance provider does not cover cancellations.

### Emergencies

I do not provide an emergency or out-of-hours service. If you require emergency support, please contact your GP or out-of-hours GP on 111. Samaritans: 24/7 support, Freephone 116 123, email [jo@samaritans.org](mailto:jo@samaritans.org)

## **Professional Service**

My aim is to listen carefully, without judgement, and assist you in overcoming your problems, to the best of my ability. If I am not able to help, I will let you know and try to help you find a suitable professional.

If you have any concerns about your therapy, please discuss them with me. If you remain concerned about my conduct, please contact the British Association for Behavioural and Cognitive Psychotherapies.

## **Confidentiality**

In keeping with the British Psychological Society Code of Ethics and Conduct and the General Data Protection Regulations, all information shared with me will be treated as private and confidential, with the following exceptions:

- ▶ If I am seriously concerned that a client is a risk to themselves or to others, I will disclose this information to the appropriate professionals. Whenever possible, I will discuss this with the client first and encourage them to inform others directly.
- ▶ As part of my professional responsibilities, I have ongoing clinical supervision to review my work. Any information shared during these sessions will also remain confidential.
- ▶ I keep brief clinical notes, to keep track of what we have covered and ideas which may be useful. These notes are anonymous and held securely. I would encourage you to keep your own notes of sessions, to remind you of helpful ideas and strategies to try.

Please see my privacy policy for more information.

## **Coronavirus liability waiver**

Please cancel your appointment if you test positive or have symptoms of coronavirus. I will cancel appointments if I test positive or have symptoms of coronavirus. I will follow The Practice Rooms procedures for reducing the risk of spreading viruses. Despite these procedures, we cannot guarantee there is no risk of exposure to coronavirus if you attend the clinic.