



# ADULT CONVERSATIONS

speech and language therapy

Speech Therapy for Adults in Staffordshire and the West Midlands

## PRIVACY POLICY | TERMS AND CONDITIONS | CONSENT

### Introduction

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Adult Conversations offers support for adults who have an acquired communication and/or swallowing difficulty.

Based in Hednesford (Cannock) Staffordshire, Adult Conversations Speech and Language Therapy is an independent service run by Mark Chalmers BA (hons) MSc.

This document contains further information about Adult Conversations – Speech and Language Therapy. The following Privacy Policy, Terms and Conditions and Consent will need to be agreed and then signed prior to the initial appointment.



This form can be returned by email, post or it can be completed online.

If you have any further questions, please take a look at the **website**, or alternatively, you can send an email **here**.

### Session Location

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All sessions will take place at your place of residence. However, with your consent, it may be beneficial for you as part of your therapy plan for sessions to take place in other community settings such as coffee shops, supermarkets, restaurants, etc.

Adult Conversations is based in Staffordshire. Services can be easily provided to those in Staffordshire and the surrounding counties (Shropshire, West Midlands, Cheshire and Derbyshire) but can also be accessible to those further afield.

**Adult Conversations - Speech and Language Therapy**

mark@adultconversations.co.uk

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## Fees

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Appointments will be with **Mark Chalmers (Adult Conversations founder and Lead Clinical Specialist Speech and Language Therapist)**.

Mark can support adults with acquired speech, language and swallowing difficulties (aphasia, motor speech disorders, dysphagia, etc.) resulting from a range of conditions.



Fees, services offered, and more details are available at **[adultconversations.co.uk/services](https://adultconversations.co.uk/services)**.

Please note that travel expenses will be chargeable at 0.45p per mile for the distance travelled between Adult Conversations (WS12 4GG) and your place of residence or session location in both directions. Any unavoidable parking or toll charges will also be chargeable.

Additional fees for report writing, detailed conversations with family members or other professionals, etc. will be chargeable at a rate of £60 per hour (£1 per minute when less than an hour). This will be discussed with you and agreed upon before it is added to any invoices.

Please see the section on **Payment** for further information about fees and how and when to make payment.

## Private Health Insurance

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You will need to confirm with your health insurance provider whether you are eligible for Speech and Language Therapy.

Please contact me with the name of your health insurance provider, your membership number, authorisation code, consultant report/referral letter (if applicable) and the number of sessions that have been authorised. If for any reason your insurance provider does not pay for sessions that have been completed, you will be responsible for the cost of these sessions.

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## What to Expect

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- Sessions will last up to 1 hour. However, assessment of swallowing and communication may last up to 1.5 hours.
- The initial session will typically involve a case history and assessment.
- Sessions will be tailored to your individual needs. Some sessions may involve one-to-one therapy activities. Other sessions may involve providing personalised advice and education to your carers or family members (if applicable).
- Therapy provided is current and evidence based.
- Alternative and Augmentative Communication (AAC), technology and apps, advice and strategies, exercises, and therapy programmes, and / or Lee Silverman Voice Therapy (LSVT) may be advised/offered.
- The **costs** detailed include the time taken to write detailed records following sessions and the time taken to plan the sessions and create resources.
- Provision of home therapy programmes is included in this cost; if applicable, you will be given homework to do between sessions.
- Charges will still apply if a client does not engage in a session. The time will be used as effectively as possible, i.e., through liaison with family members.
- Discussions with family members/carers will usually take place during therapy sessions as they are often an integral part of the therapy process. Family members and carers are welcome to book an additional telephone appointment if a longer discussion is required.

## How to Book

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**Email, call** or send a message on **WhatsApp** to Mark to request an appointment. Please include your reason for requesting the appointment, a summary of the symptoms you are experiencing with you swallow and/or communication, your relevant diagnosis, if applicable and your contact details.

You will then be contacted within 48 hours to arrange an appointment that suits you. Session fees will be emailed to you on an attached invoice. The invoice will include payment details for you to pay by BACS. Sessions should be paid in advance. A session cannot go ahead if payment has not been received.

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## Privacy Policy

21/08/2023. (Review Date: 21/08/2025).

### Introduction

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This is the Privacy Policy of Adult Conversations; an Independent Speech and Language Therapy practice run by Mark Chalmers. This policy will be reviewed and updated every two years, or sooner if there are any important changes to legislation.

Adult Conversations is committed to protecting your personal data and ensuring that your rights to privacy are protected. Adult Conversations gathers, stores and processes your personal data in accordance with the requirements of the Data Protection Act (2018), the General Data Protection Regulation (GDPR, 2018), the guidelines set out by the Information Commissioner's Office (ICO), the professional guidelines and requirements as set out by the Royal College of Speech and Language Therapists (RCSLT), the Health and Care Professions Council (HCPC) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

Mark Chalmers is registered as a data controller with the ICO and can be found on the ICO register <https://ico.org.uk/register> by searching Mark Chalmers. Mark Chalmers is registered with HCPC and RCSLT and completes yearly Information Governance training.

### Why Does Adult Conversations Need My Personal Information?

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Adult Conversations needs to collect comprehensive and accurate personal data from you to provide safe and effective intervention that is tailored to your individual needs. Adult Conversations' lawful basis for processing and storing personal information is one of 'legitimate interest' under article 6 of GDPR.

Adult Conversations cannot adequately deliver a service to you without processing your personal information. Data relating to an individual's health is classified as 'Special Category Data' under section 9 of the GDPR. GDPR specifies that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential, and it is under this condition that we process and store personal information. This is set out by the Royal College of Speech and Language Therapists and Health Care Professions Council.

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### How Does Adult Conversations Collect My Personal Information?

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Adult Conversations collects the personal information you provide when you make contact to enquire about our services. This includes via the '**Get in Touch**' form at [www.adultconversations.co.uk](http://www.adultconversations.co.uk) and any information provided via email or telephone. Any information collected via these means is stored and used only by Mark Chalmers for the basis of delivering Speech and Language Therapy intervention to you. Please note your privacy when using Adult Conversations website ([www.adultconversations.co.uk](http://www.adultconversations.co.uk)) is governed by a separate Privacy Policy which can be found at [www.adultconversations.co.uk/privacy-policy](http://www.adultconversations.co.uk/privacy-policy).

Additional personal information will be collected when you book Adult Conversations' services. This information is stored on a secure electronic records system, **WriteUpp** (further information regarding this system can be found at [www.writeupp.com](http://www.writeupp.com)).

Information collected during Speech and Language Therapy sessions is also written up electronically and stored on **WriteUpp**. No paper notes are kept.

### What Personal Information Does Adult Conversations Collect?

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The personal data required from you for Adult Conversations to provide you with Speech and Language Therapy intervention may include:

- Personal details such as your age, address, telephone number and general medical practitioner Your past and current medical information, including clinical reports where appropriate.
- Your social situation including employment and support from family members, where this is relevant to your rehabilitation.

Other personal data that may be stored includes:

- Results or comments following your performance on formal and informal assessments.
- Information about the treatment or services that we have provided or propose to provide.
- Notes of conversations that are relevant to Adult Conversations' involvement with you.
- Correspondence with other health care professionals that relates to your care.

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### What Other Information Might Adult Conversations Collect?

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With your consent, videos, or audio recordings of you may be taken as part of your assessment or treatment. These are recorded and temporarily stored on a password-protected tablet or mobile phone. If these need to be kept, i.e., to review at the end of a block of therapy, they are then transferred to Mark Chalmers' password-protected laptop and stored in a password-protected folder. Consent can be refused or withdrawn at any time. If consent is withdrawn, the video or audio recording will be deleted without delay. Stored recordings will not be accompanied by any other personal information about you.

### How Does Adult Conversations Use My Personal Information?

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Adult Conversations uses the collected information in the following ways:

- To arrange, plan and provide Speech and Language Therapy as appropriate to meet your individual needs.
- To communicate with you via email, telephone, or SMS in relation to, for example: arranging and planning for sessions; communication in between sessions; sending you copies of reports and programmes (password-protected where personal data is included); communicating with other professionals involved in your care (your initials rather than full name will be used in emails); sending therapy resources; sending invoices.
- Whenever personal identifiers are not needed for these tasks, if possible, they will be removed from the information use.



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### Will Adult Conversations Share My Personal Information?

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With your written consent, information about your speech, language and swallowing difficulties may be shared with other professionals involved in your care, when it is in your best interests. You will be fully informed about who your data will be shared with and what data is to be shared. A record of your consent is kept within your clinical notes.

Unless required by law, Adult Conversations will not disclose any personal information collected to any person other than as set out above. In the unlikely event that there is a legal requirement to share your personal data with law enforcement and government bodies, this would be in relation to: The prevention or detection of crime and/or fraud; the apprehension or prosecution of offenders; the assessment or collection of tax owed to HMRC; legal proceedings; a requirement to satisfy safeguarding obligations; supporting emergency services or local authorities to respond to an emergency situation that affects you.

If it is necessary as part of your care to transfer personal data to a country or territory outside the European Economic Area, Adult Conversations will do so in accordance with data protection law.

Adult Conversations does not employ agents to process personal data, for example specialist mailing companies to send out communications, and client details are not given or sold to any third parties.

### How Does Adult Conversations Store My Personal Information?

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Documents containing confidential information including clinical notes, assessment record forms, reports and therapy programmes are recorded on an online clinical records programme called **WriteUpp**, which is password-protected and only accessible by Mark Chalmers. **WriteUpp** is used widely within both the NHS and private practices. Further information regarding the security of **WriteUpp** can be found **here**. Emails are accessed on both a password-protected laptop, tablet and a smartphone which is protected with a passcode. In accordance with law, all records will be kept securely for eight years. After this time all your records will be destroyed.

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## What Happens if a Personal Data Breach Occurs?

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Personal data breaches involve personal data becoming accidentally or unlawfully lost, stolen, destroyed, altered, or disclosed where it should not have been. In the extremely unlikely event that a breach occurs at Adult Conversations, all reasonable efforts will be taken to contain and minimise the impact of the breach, and the breach will be reported to the ICO within 72 hours.

Adult Conversations makes all reasonable endeavours to ensure that there are no personal data breaches. For example, all your clinical records relating to your Speech and Language Therapy intervention are stored on the secure online clinical records system, **WriteUpp**. No paper notes are kept, and no information is kept on a USB device. The only personal data saved directly onto a laptop are audio and video recordings which **WriteUpp** currently does not have the facility to upload; these are stored in a password-protected folder with your initials rather than full name. If reports are sent via email, they are sent as password-protected PDF documents and the password is provided separately.

## How Can I Withdraw My Consent to My Personal Data Being Collected or Stored?

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As outlined above, Adult Conversations seeks explicit consent from you where possible, to collect, store and share your personal information.

There are some situations where you may provide consent implicitly; for example, by providing information via Adult Conversations' website form, email, or online case history forms. You may withdraw your consent at any time, however if you do so, it may no longer be possible to provide you with Speech and Language Therapy intervention.



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### How Can I Access My Records?

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You are legally entitled under GDPR to access the information Adult Conversations holds about you. This is a Subject Access Request. According to the Information Commissioner's Office (ICO) and their code of practice for subject access requests, you have the right to a copy of the information we hold about your care in addition to the right to ask for it to be amended if you feel it is incorrect.

A copy of your records is provided free of charge, within 30 days of receipt of all necessary information. Please make your request in writing via email to **mark@adultconversations.co.uk** including the following information: Your name, your correspondence address, your contact number and email address, the details of the information requested.

If you are requesting a copy of the records on the behalf of the individual, this can only be provided if you hold Lasting Power of Attorney for Health and Welfare. Adult Conversations will need to see evidence of this documentation before sharing any records.

When responding to requests, Adult Conversations will need to ask the individual to provide two forms of identification. The individual may be contacted via telephone to confirm the request was made.

Information may not be disclosed if there is a risk of serious harm to the physical or mental health of the subject or another individual.

If the request is complex or numerous, the individual may be informed that Adult Conversations will comply within three months of receipt of the request. Adult Conversations will inform the individual of this within one month and explain why the extension is necessary.

If the request is unfounded or excessive, Adult Conversations may refuse to act on it, or charge a reasonable fee which takes into account administrative costs. A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information. If refusing a request, the individual will be informed of the reasons for this, and they will be informed of their right to complain to the ICO.

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### How Can I Make a Comment, Suggestion, Complaint?

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If you have any further questions about how Adult Conversations uses your information, please contact **mark@adultconversations.co.uk**. Further information about data protection legislation and your rights is available from the **Information Commissioner's Office**.

Adult Conversations is interested to hear any comments or suggestions about any improvements that could be made to the collection and storage of personal information. Please email **mark@adultconversations.co.uk**.

You can contact Adult Conversations via email or telephone if you are not happy with this privacy policy or if you have any complaint in respect to how your personal information is processed. In the unlikely event that this cannot be resolved, you have a right to make a formal complaint to the **Information Commissioner's Office**.



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## Terms And Conditions

### Payment

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Payment must be made in advance of your booked session(s). An invoice will be sent by email before the session/block of sessions - this is due within 12 hours of the first session. The invoice will include bank details for an online bank transfer. If payment is not received by the due date, sessions will be cancelled or postponed until payment is received.

### Cancellations

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Please let me know with more than 24 hours of a booked appointment if you need to rearrange the session.

If an appointment is cancelled within less than 24 hours of the session start time, a refund cannot be offered, unless I am able to offer the appointment at short notice to another client.

If you do not attend a session without cancelling, I am unable to offer a refund.

If the Speech and Language Therapist needs to cancel a session, as much notice as possible will be provided and the session will be rescheduled at the earliest convenience. No liability can be accepted for inconvenience/expense if unforeseen circumstances mean arrangements must be cancelled or changed.

### Refunds

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If you have signed up and paid for a therapy block but decide you no longer want the agreed number of sessions, you will receive a refund for any appointments due to take place more than 24 hours from the date of you cancelling your sessions, minus any saving for Block Therapy Sessions. If the next session is due to take place within 24 hours, I am unable to provide a refund for the session, but any travel costs will be refunded.

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## Safeguarding

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I hold an enhanced DBS disclosure. You may request to see this at any time. I update my safeguarding training regularly, in line with government and NHS standards. In the event of a safeguarding concern, it is my duty to refer and/or report to the relevant agencies and professionals in line with current legislation and statutory guidance.

## Personal Safety

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Personal safety is 'an individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others' (defined following research undertaken by the Suzy Lamplugh Trust Research Institute). I have the right to refuse to proceed with a consultation if I feel my safety is at risk.

## Liaison with Other Professionals

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To provide the best service, I may need to liaise with medical professionals who are also involved in your care. This may include your GP, consultants, or other healthcare professionals (i.e., Dietitians, Physiotherapists, Occupational Therapists, Psychologists or other Speech and Language Therapists known to you). It is good practice, where both an independent and an NHS therapist are involved, to work together collaboratively to maximise opportunities for effective therapy to take place. I will therefore need to know if you are currently receiving Speech and Language Therapy intervention elsewhere (NHS or independent therapist). Please also inform me if you are currently on a waiting list for NHS Speech and Language Therapy. This will enable me to provide thorough handover information to facilitate a seamless transfer between services, or to liaise effectively with them to work alongside each other.

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### Video and Audio Recordings

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There may be times when I advise taking video and audio recordings for assessment and therapy. This may be to analyse your voice quality, speech intelligibility, expressive language abilities or to allow you to listen back to yourself and self-monitor your progress.

They can also provide powerful feedback indicating the progress you have made with therapy. Audio and video recordings will either be deleted at the end of the session or saved in a folder on a password-protected computer using only your initials and the date of the recording. I will seek consent before taking or saving any recordings. You do not have to consent to this.

### Reportable Incidents

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A reportable incident is a death, a serious injury, a sexual assault or sexual grooming, abuse or neglect, or unauthorised use of restricted practice. If I notice something, or you tell me about something that happened to your child that is a Reportable Incident, I must tell a relevant government authority about it. I have a legal requirement to follow these rules very carefully. I may need to ask for more information to make sure I have taken all the details accurately. I will need to carefully document all the information provided. There may be times where a Reportable Incident has happened where I need to give your personal information to the relevant authority without your consent.

### Complaints and Compliments

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I aim to always provide a positive service. If you are unhappy with the service you receive, please direct any concerns to **mark@adultconversations.co.uk**. I hope that we can work together to resolve them. If you remain dissatisfied and wish to make a formal complaint, you can contact the **Association of Speech and Language Therapists in Independent Practice (ASLTIP)** or the **Health and Care Professionals Council (HCPC)** for further advice.

I welcome your positive feedback and may wish to feature this on the website or **Facebook** page with your consent. If you want to compliment the service you have had from me, please contact **mark@adultconversations.co.uk**.

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# Adult Conversations Consent and Agreement Form

Who is completing this form?\*

☐ The patient ☐ Somebody else

If you are not the patient, please specify your name, relation to the patient and your contact details:

If you are not the patient, does the patient know that they have been referred to Adult Conversations?\*

☐ Yes, and they have consented to the referral. ☐ No, because they lack capacity to make this decision. ☐ Not applicable (I am the patient)

I am happy for Adult Conversations to liaise with other health and medical professionals involved in my care.\*

☐ Yes ☐ No

I agree to emails being used as a means for communicating with me and (if applicable) other health and medical professionals involved in my care.\*

☐ Yes ☐ No

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# Adult Conversations Consent and Agreement Form (Continued)

I consent to reminders being sent prior to booked appointments.\*

- ☐ Email only    ☐ Text message only    ☐ WhatsApp only    ☐ Any  
☐ None

I may wish to share information on social media or the website about client successes. This would be completely anonymous. Are you happy for information relating to your sessions being anonymously shared online.\*

- ☐ Yes    ☐ No

I have received, read and understood Adult Conversations' Privacy Policy and I agree to my personal data being stored, used, retained as detailed in the policy.\*

- ☐ Yes    ☐ No

I have received, read and understood Adult Conversations' Terms and Conditions.\*

- ☐ Yes    ☐ No

I confirm that I have read and understand and agree with the above (please sign).\*

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