WELCOME PACK

Sarah Bisset Psychotherapy

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New Client Welcome Pack
Date: As confirmed via text what's App Business or e mail.
Hello and welcome,
Thank you for choosing **Sarah Bisset Psychotherapy**. Beginning therapy can feel like a significant step, and I aim to make the process as supportive, clear, and comfortable as possible from the outset.
Please take a moment to read the information below prior to your first appointment:

- Please ensure you read the therapy contract before your first session for health, safety, and administrative purposes.
- A signed paper contract is not required. Your therapy agreement and consent will be confirmed verbally at or before the beginning of your first session.
- Payment for sessions is required in advance of your appointment time (or at the start of the session if paying by cash).

Bank Transfer Details
Account Name: Sarah Bisset Psychotherapy
Bank: Monzo
Sarah Bisset trading as Sarah Bisset Psychotherapy

Sort Code: 04-00-05
Account Number: 33375118

- If you are attending in-person sessions, address details will be provided in advance of your appointment.
- Additional wellbeing resources, articles, and therapeutic support materials may also be shared throughout our work together.

I understand that starting therapy can sometimes feel unfamiliar or overwhelming, so please don't worry if everything does not make complete sense immediately. I am here to guide and support you throughout the process.
If you have any questions before your appointment, please feel free to send a text or email and I will respond as soon as possible.
I look forward to working with you.

Sarah Bisset MBACP (Accredited member)
Member of EMDR Association UK Sarah Bisset Psychotherapy

All consent agreements are confirmed through verbal agreement and recorded within client notes in accordance with professional and ethical guidelines.

Therapy Contract, Consent and Confidentiality Agreement

Sarah Bisset Therapy Services

This agreement is designed to support a safe, professional, and collaborative therapeutic relationship. It outlines the terms of working together and ensures that you are fully informed about the counselling process, confidentiality, and your rights as a client.

Professional Standards

Sarah Bisset is a qualified and experienced Counsellor/Therapist and works in accordance with the ethical frameworks and professional standards of the British Association for Counselling and Psychotherapy and and EMDR UK.

Communication and Contact

Reasonable attempts may be made to re-establish contact if communication is lost. If contact cannot be maintained, therapy services may be withdrawn and your file closed.

Professional boundaries will be maintained at all times. This includes appropriate use of social media, telephone, email, text, and online communication platforms.

Confidentiality and Its Limits

Everything discussed within therapy is treated confidentially. Information will not normally be shared with anyone outside the service without your consent, except in the following circumstances:

- Where disclosure is required by law.
- Where there is a risk of serious harm to yourself or another person.
- Where safeguarding concerns arise relating to a child or vulnerable adult.
- If records are requested through a court order.
- Your therapist may discuss aspects of your work anonymously within professional clinical supervision to ensure safe and ethical practice.
- In the event that your therapist becomes unexpectedly unavailable due to illness, incapacity, or death, a professional clinical trustee may access relevant client information solely for the purpose of client welfare and continuity of care. This may include contacting you to discuss ongoing support or referral options.

- Where counselling services are funded through an employer, insurance provider, or Employee Assistance Programme (EAP), relevant information may be shared only as required within agreed contractual and data protection procedures.

Data Protection and Record Keeping

Sarah Bisset Therapy Services operates in accordance with the UK General Data Protection Regulation (GDPR) and Information Commissioner's Office requirements.
Written and/or electronic records may be kept, including contact details, session notes, and administrative information. All records are stored securely and confidentially.

Using MHRA compliant AI software for session notes.

Session notes are created with an MHRA note taking app Heidi which is an NHS compliant note taking app. This creates session notes from a transcription, which is subsequently deleted.

Heidi diligently adheres to GDPR regulations, safeguarding your personal data with strict protocols and robust security measures, reinforcing trust and accountability in our operations.
No recording is made of session.

This ensures accuracy and contributes to better session planning.

You have the right to request access to your personal data in accordance with data protection legislation. Requests must be made in writing. Reasonable administration fees may apply where permitted by law.

Requests for letters, reports, or written summaries are considered additional professional work and may incur an additional fee. Reports for legal proceedings, custody matters, divorce proceedings, compensation claims, or solicitor requests will not usually be provided unless legally required.

Attendance, Cancellations and Fees

Your appointment time is reserved specifically for you. If you need to cancel or reschedule a session, please provide as much notice as possible.

Regular attendance is important for effective therapy. If two consecutive appointments are missed without adequate communication, therapy may be ended.

You are free to end therapy at any time. Likewise, your therapist will aim to provide as much notice as possible should sessions need to be cancelled or rearranged.

Payments

- Payments are to be made in advance of each session or at the start of the session unless otherwise agreed.
- Sessions must be paid in full before future appointments are booked.
- Bank transfer or cash payments in pounds sterling are preferred.
- Invoices may be issued where therapy is funded by an employer, insurer, or EAP provider.

Client Agreement

By signing this agreement, you confirm that:

- You have read and understood the contents of this Therapy Contract.
- You have had the opportunity to ask questions.
- You agree to the terms outlined above.
- You consent to participate in counselling/therapy with Sarah Bisset.

Client Name:

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- **Client Signature:**
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- **Date:**
-
- **Therapist Signature:**
- Sarah Bisset