

# Welcome to GC Therapies

## About the Company

GC Therapies is a division of Rachel Spotswoode Ltd, a company officially registered with the Care Quality Commission. This ensures that our services meet the rigorous standards set by the Commission, providing assurance to our clients regarding the quality and reliability of our care.

## Our Services



I specialise in offering comprehensive and robust assessments for ADHD, delivered entirely as a remote service. By providing these assessments online, I can address and overcome the common barriers associated with accessing traditional in-person evaluations. My commitment is to deliver a high-quality, accessible service to all our patients, ensuring their needs are met efficiently and effectively.

Should your assessment identify further concerns or potential alternative or co-existing conditions, I will provide guidance regarding appropriate services for you to consider. If medication is indicated as a potential treatment, you will be able to take your assessment to your GP or access private healthcare for a prescription.

Following your assessment, regardless of whether you meet the diagnostic criteria for ADHD, I am able to offer continued support through our coaching service. This service employs evidence-based methods, including counselling techniques, cognitive behavioural therapy (CBT), neuro-linguistic programming (NLP), and behavioural guidance, to assist you in identifying and achieving your objectives as well as addressing personal challenges.

## Important things to note:

### Registering and Consultation:

- You will need to provide photographic ID as part of registering and at the start of consultations / sessions – this is for security and your safety.
- Every consultation / session will begin with checking your ID and noting your location – this is for safety in the case of emergency during consultation.
- For your consultation, you will need to have stable good strength internet connection and be somewhere safe and private so as not to be disturbed.
- Your information is stored securely in a GDPR compliant system. You can have copies of information held on your file by submitting an Information Request by emailing Rachel on [office@gctherapies.co.uk](mailto:office@gctherapies.co.uk)
- **Please ensure you read and sign the consent form (which came with this document)**

### Costs:

- Fees must be paid in full within 2 weeks of the invoice date and are non-refundable. You will be sent a payment link to make payment or pay by BACS.
- No progress will be made on your assessment without payment.

### Cancellation:

- Cancellation within 24hrs without reason or failure to attend consultation once booked will result in appointment being lost. You are able to re-book once without additional charge
- If you miss 2 appointments, you will be required to rebook for the consultation and the fee for this is £150.00.

## Your Assessment Pathway

### Eligibility Questions & Patient Registration

Your first step is to complete the eligibility questions. If you are eligible, you will be sent the patient guide, terms & conditions and the invoice to pay for your assessment



### Pre-Assessment Information

Complete a various questionnaires about your symptoms and ask your 'Informer' to complete their questionnaires. Your 'informer' could be parent, partner or someone else. They need to be able to comment about their experience of your symptoms from childhood and as an adult



### Clinical Assessment Session and Post-Assessment Discussion

You will have an online video appointment with Rachel for your clinical interview. This will take approximately 2 hours and include discussion of your experiences and potentially additional screening tools for any possible conditions that may be present as well.



### Reporting

Following your assessment, you will receive a full report with the ADHD diagnosis if indicated. The report includes recommendations for onward referrals and potential treatments that may assist with your symptoms. This will be sent to your GP (a requirement of having an assessment) and can be used as evidence for any applications for assistance in education or employment.

#### Terms and Conditions:

**Please ensure you carefully read the Terms and Conditions document which you were sent with this guide.**

#### Feedback:

We value your opinion and are always looking to improve the patient experience. You will get a feedback request after every appointment.

You can send feedback or suggestions at any time by email to  
[OFFICE@GCTHERAPIES.CO.UK](mailto:OFFICE@GCTHERAPIES.CO.UK)

**Complaints:**

If you have a complaint, please speak to Rachel directly about your concerns as soon as possible on 07437572601

To lodge a complaint about your experience, please send all details to  
[COMPLAINT@GCTHERAPIES.CO.UK](mailto:COMPLAINT@GCTHERAPIES.CO.UK)

There is a timeframe for lodging complaints which is 2 weeks from the appointment date. You can also complain to the Care Quality Commission on 03000 616161