

# **Patient Terms and Conditions**

## **(Please read these carefully and keep for reference)**

Rachel Spotswoode Ltd (known as GC Therapies), a company incorporated in England and Wales under company number 10506003 (“Rachel Spotswoode Ltd”, “we” or “us”) provides an online service that provides

- Assessment for ADHD diagnosis (if indicated) using NICE Guidelines and the DSM 5 criteria to patients aged 13 years old and over. (Patients aged 13-17 will/may need parental consent for assessment)
- Treatment through coaching to approaches using recognised techniques

Rachel Spotswoode Ltd is regulated by the Care Quality Commission (the “CQC”) under number ENTER REGISTRATION NUMBER. The CQC monitors, inspects and regulates health and social care services.

It provides this service and related services (the “Services”) through its website at [www.gctherapies.co.uk](http://www.gctherapies.co.uk) (the “Website”).

The provision of services to you by Rachel Spotswoode Ltd are all subject to these Terms and Conditions (“Terms”).

By signing the consent for, paying invoice(s) and/or attending appointments you demonstrate that you have read, understood and agree to these terms and conditions.

### **Registration and Eligibility**

When you register with us, you agree to provide us with the following:

- your full name, including any middle names, maiden name if married, or any other names you have been previously known by
- date of birth
- full postal address including post code
- your GP name and address
- a photo ID (passport or driving licence) for identification purposes
- a “selfie” type photograph holding the photo ID close to your face so that the wording is clear and readable

A copy of your identification will be stored on our secure software in your medical record for future identification purposes. The medical platform meets the requirements of GDPR.

### **Consultations**

#### At the time of your consultation:

- You must make sure that you have good, stable and reliable internet access.
- Consultations need to take place in a private setting where you will not be disturbed and are able to talk freely to the clinician.
- They CANNOT take place if you are driving, walking in the park, in a café or another non-private environment.
- You must have your photo ID available to show the clinician

- Your location will be requested – this is a safety feature of the service to ensure we can summon assistance for you in the event of an emergency. The Clinician will terminate the consultation if the above takes place, and you will need to rebook a new consultation which will incur a fee of £150.00

In the event of a lost connection, the Clinician will endeavour to contact you to re-initiate the consultation or contact you by telephone.

All appointments are booked in UK local time. A reminder with the link will be sent 24 hrs before.

### **Fees**

- Cost of Assessment: £700
- Payment due on registering with service.
- Cost includes assessment materials, clinical consultation and reporting.
- Cancellation within 24hrs without reason or failure to attend consultation once booked will result in appointment being lost. You will be required to rebook for the consultation and the fee for this is £150.00
- All fees are non-refundable.

### Payment is made using payment link, BACS or PayPal

The details you provide to us are passed directly to the payment gateway provider and will be subject to its terms of use and privacy policy. By inputting payment card details, you are consenting to the use of the payment card details by the payment gateway provider for the purpose of paying for your order. If you have any questions relating to these services, please contact the payment provider directly.

Rachel Spotswoode Ltd does not store any of your payment card details on its systems.

### **Cancellation Policy – all forms of consultation**

- Cancellation within 24hrs without reason or failure to attend consultation once booked will result in appointment being lost. You will be required to rebook for the consultation and the fee for this is £150.00
- Late arrivals in excess of 10 minutes will be considered a no-show

If you wish to cancel, either call us on 07437572601 during normal office hours or email us at [RACHEL@GCTHERAPIES.CO.UK](mailto:RACHEL@GCTHERAPIES.CO.UK) and provide your name, date of birth and the time of your consultation.

At times, due to medical emergencies and other reasons beyond our reasonable control, we may also need to change your appointment time. We reserve the right to do so at any time up to the confirmed start time of your appointment. We will, in such circumstances, write to you or call you to agree an alternative appointment time.

### **Content on our IT system**

Rachel Spotswoode Ltd does not warrant or make any representation as to the accuracy of any information or advice or any material or links to any articles or publications on the Website or any part of Rachel Spotswoode Ltd. Any information provided on the Website or any is for educational and informational purposes only,

and none of it should be construed or relied upon as medical advice, unless it is directly provided to you by a Clinician.

Rachel Spotswoode Ltd does not accept any responsibility for any loss which may arise from reliance on any information contained on the Website.

### **Communication – Written/Email**

You accept that communication with us will be mainly electronic and where such information would normally under applicable laws be required to be sent to you in writing you waive this right and agree to receive any such information from us electronically. We will contact you by e-mail or provide you with information by posting notices on the Website.

For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights. Rachel Spotswoode Ltd can be contacted by emailing us at [gctherapies@gmail.com](mailto:gctherapies@gmail.com)

### **Changes**

We may make changes to Rachel Spotswoode Ltd, any content or material published, or these Terms at any time at our absolute discretion. Depending upon the changes we may require you to read and accept a new agreement for you to continue to use Rachel Spotswoode Ltd and medical records system.

### **Use of your Personal Information**

You agree to our use of your personal information as set out in our Privacy Policy. In particular, any personal information relating to you that you provide to us or that is generated as a result of your use of the services (e.g. the results of any consultation with a Clinician) may be used to:

- (i) provide the Services, Advice
- (ii) provide information to other healthcare providers and professionals;
- (iii) take payment for the services
- (iv) detect or prevent fraudulent activity; and
- (v) comply with requests by any regulatory authority.

If you have any concerns in relation to the way we are using your personal data, please contact us at [gctherapies@gmail.com](mailto:gctherapies@gmail.com)

### **Feedback**

If you wish to provide us with any feedback, please email us at [OFFICE@GCTHERAPIES.CO.UK](mailto:OFFICE@GCTHERAPIES.CO.UK) at anytime. You will receive an email following your consultation(s) requesting feedback which can assist me in improving my services.

### **Complaints**

In the event that you wish to make a complaint, you may do so by emailing us at [COMPLAINT@GCTHERAPIES.CO.UK](mailto:COMPLAINT@GCTHERAPIES.CO.UK)

We request that all complaints are made in writing and, so that we may establish what occurred in a timely manner, within 2 weeks of appointment date.

You can also complain to:

- Regulator: CQC on [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or 0300616161