



## **Cornwall Clinical Psychology**

### **TERMS AND CONDITIONS**

(revised June 2025).

This form has the following details:

1. Your information & Notice about note taking technology usage
2. Appointments
3. Reports
4. Services and fees
5. Payment details and invoicing
6. Appointments being funded by an insurance company or 3rd part only
7. Appointment cancellations/Non-attendance, delays and refunds
8. Consent.

Please visit each section that is relevant to you.

## **Your information**

### **Note-Taking**

Any notes taken will be stored securely. Your personal information will only be stored for as long as it is required. Sensitive personal data is stored for a period of 7 years after the end of the therapy, to see what this information is defined as please see GDPR Privacy Notice for further information which can be accessed here: [Privacy Notice](#)

### **Notice about use of AI technology for note taking**

Some clinicians utilise a note taking tool called Heidi Health to accurately and efficiently capture the details of our discussions and the outcomes of our appointments. Heidi ensures that we can focus more on our conversation and less on manual note taking, enhancing the quality of care you receive. Your consent is crucial for us to use this technology. Please understand that your information will be handled with the utmost care, and Heidi's use is aimed solely at improving your healthcare experience. You can choose to opt-out of the use of

Heidi during your consultation. Please find further information about Heidi [here](#) or you can visit [heidihealth.com](https://heidihealth.com)

## **Confidentiality**

The details that are discussed within sessions are private and confidential to you. They are only shared for the purposes of professional supervision, and details from your invoice may also be shared with accounting staff and for HMRC purposes. The only exception to this is if we have to disclose information in order to prevent serious harm coming to you or someone else. In this instance we are duty bound to share the necessary information with appropriate services.

## **Appointments**

For specific details about what each appointment, including diagnostic assessments, looks like please visit the 'services and fees section of our website, identify which service you are seeking and select 'appointment details'. [Services and fees | Cornwall Clin Psych](#)

### **How an appointment is booked**

- After your initial referral request, we ask that you read and sign this form, complete an initial survey and some initial screening measures. To save any delays please complete these questionnaires promptly so that we can process your referral in a timely way. To better understand our referral process you can find our referral process flow chart and diagnostic referral process flow chart on our website.

- Our flowchart of process and timings can be found here in these two locations:

[Referral Process | Cornwall Clin Psych \(cornwallclinicalpsychology.co.uk\)](#)

[Diagnostic Referral Process | Cornwall Clin Psych \(cornwallclinicalpsychology.co.uk\)](#)

- In line with our waiting list, our administrator will send out an appointment slot to you from tacklit (our secure client database system) via text and email. Your appointment booking email will detail which clinician you have been matched to. Please check your junk mail, as sometimes our emails go here. Please ensure you mobile phone can accept our text messages.

- The appointment slot will be secured once a payment is received from you. Please see details below about how payments are made via 'payment options'. If we have not received a payment in line with our payment terms the appointment slot will be cancelled.

- If you cannot make the appointment offered to you, please notify us so that we can reschedule this appointment slot. Please also find our cancellation terms and conditions detailed within this document.

## **Timeframe**

Our waiting list, from the point of completed onboarding (signed consent form, completed survey and completed psychometrics), is between 3-6 months for an appointment.

## **Locations**

- Appointments will be held in person at our offices in Hayle, Bodmin, Exeter or Falmouth, or online using our integrated telehealth video call software. Your appointment booking email and text message will detail which location you have been allocated.

- Directions and parking details are noted below and are also on your appointment booking email.
- If your appointment is online you will receive an online meeting link which will be on your appointment booking email and text.

### **Hayle clinic**

Directions to our Hayle clinic for appointments with Pippa Moran, Bryony Field, Sophie Augarde, Karen Piper (Monday's and Friday's), Lucia Chorvathova, Steph Allen:

12 Dowren House, Foundry Lane, Hayle TR27 4HD.

The clinic is situated on Foundry Lane. This is opposite the entrance to Jewsons in Hayle. As you go up the lane you will go under a bridge and Dowren House is the second building on the left. You will find the clinic on the ground floor at the far end of the building. You will see a door marked: Cornwall Psychology Services RECEPTION. Please enter and wait for your clinician to collect you from this room, unless otherwise arranged.

Parking is very limited around the building. There is a small and very limited carpark before the building and a small drop off area only after the building. There are two disabled spaces opposite the building and a couple of very limited car park areas labelled on the maps. We recommend parking in ASDA carpark where you can park for 3 hours free and walking the short distance to our building. There is also some free on street parking in the surrounding roads.

### **Falmouth clinic**

Directions to our Falmouth clinic for appointments with Karen Piper (Wednesday's):

The Birdhouse Therapy Centre, 12 Arwenack Street, Falmouth, TR11 3JD.

The Birdhouse is located in a large blue building in between an Italian cafe and a homeware shop 'Sophie Tilston'. Open the white door signed "The Birdhouse" and enter the alley way and follow the signs. There is a waiting room ahead of you at the top of the first flight of stairs and toilets on the second floor.

### **Bodmin clinic**

Directions to our Bodmin clinic for appointments with Claire Rycroft:

Elements Psychological Services, Office 1. The Business Hub, 50 Fore Street, Bodmin, PL31 2HL.

The building is situated on Fore Street, the main high street running through Bodmin centre. The large white and black building is on the left if you are approaching from the Town Hall. It is next door to The Property Shop. Please ring the bell for Office 1 (Dr Claire Rycroft) and she will collect you from there. There are a few steps to get into the main entrance of the building. Unfortunately, there are no reception facilities at the clinic so please do not arrive more than 10 minutes before your appointment time. Parking: There are several public car parks within a very short walking distance from the clinic (listed below). There are limited spaces on the road outside the clinic for drop off (limited to 30 minutes) and some limited disabled spaces. You may choose to park in the local Sainsbury's car park and walk into town (parking is limited to 90 minutes). Useful public car parks include. Dennison Road Short Stay Car Park (from here you can walk up the cut- through between shops to come out onto Fore Street. Turn right onto Fore Street and the clinic is a few buildings along on your left). Fore Street Short and Long Stay Car parks – situated near the town hall and then walk along towards the far end of Fore Street to find the clinic on the left.

## Reports

For initial assessments

For initial assessments we aim to give some brief verbal feedback within the session. We will then send you a letter with a summary of the session and recommendations. This can take up to 4 weeks to issue, we endeavour to be quicker where possible.

For diagnostic assessments

For diagnostic assessments we try to give some brief verbal feedback as soon as a decision has been made. We will send you a comprehensive report of the diagnostic outcome and a detailed assessment of difficulties across areas, along with some recommendations for further reading, intervention or services that might be useful. This can take up to 6 weeks to issue, we endeavour to be quicker where possible. This will be a draft report, initially, for you to read and make any changes to factual errors, before publication of the final version.

## Services and fees

Fees include routine correspondence, telephone calls and core letters. *Other charges may apply should you request further letters, reports or other activities outside of your session.*

We offer a discount of £300 if individuals want to have both an ADHD and ASD assessment. This is relevant for assessments taking place within approximately 6 months of each other.

Common Services and Prices:

90 minute Initial Assessment Session	£195
50 minute Treatment Session (self-funded)	£100
50 minute Treatment session (funded by someone else/ insurance)	£120
Child Attention Deficit Hyperactivity Disorder Diagnosis	£990 (plus travel time to school -see travel cost table below)
Child Autism Spectrum Disorder Diagnostic Assessment	£2050
Adult Attention Deficit Hyperactivity Disorder Assessment	£890
Adult Autism Spectrum Disorder Diagnostic Assessment	£1550

For other appointments such as cognitive assessments, please contact us to discuss this.

## Travel Costs for Child ADHD school observations

Please see below for an approximate guide to our return travel cost for school observations. These are standard locations and costings of areas covered. Each location will be calculated on a client-by-client basis. Any distances outside of this guide below will be invoiced on a personalised basis. A clinician will be determined on suitability and availability, as well as distance from the school.

Clinicians travel cost charged from Hayle Clinic to designated school:		Clinicians travel cost charged from Falmouth Clinic to designated school:	
Truro	90.00	Truro	60.00
Newquay	90.00	Newquay	120.00
Bodmin	150.00	Bodmin	120.00
Helston	45.00	St Austell	120.00
Penzance	45.00	Redruth	60.00
St Just	60.00	St Agnes	75.00
Redruth	45.00	Falmouth	No cost
Hayle	No cost	Devoran	30.00
St Ives	30.00		
Penryn	90.00		

## Payment details and invoicing

We accept payment via stripe. Please check your junk mail, as sometimes our invoice emails go here.

### Payment for appointments

When an appointment is offered to you, we will send a payment request via invoice.

- All initial assessments must be paid for 7 days before the appointment to secure the booking.
- All diagnostic assessments must be paid for 14 days before the appointment to secure the booking.
- All treatment sessions must be paid for by the time your appointment begins.
- Where appointments are offered with limited notice (i.e. a cancellation appointment) payment can be made a minimum of 2 hours before the allocated appointment time at our discretion.

### Non-payment and payment delays

We will issue you with an invoice for an appointment offering. To secure an offering before an assessment can commence. If we have not heard from you 7 days before an initial

assessment/14 days before a diagnostic assessment, we will assume you no longer wish to attend the appointment. We will cancel this offering and offer this slot to someone else that is waiting.

If you have attended a treatment session and we do not receive payment, we will email you to request immediate payment. You will be notified at each stage of a timeframe to recover the monies and how this is being done. Failure to pay may result in your next session being paused until we receive your payment.

Please be aware that if after 1 month we have still not received the monies owing we will activate a debt collection service to recover the outstanding monies. Any costs incurred in doing this will also be passed on and interest may be added to the amount you owe. This can affect your credit score.

### **Additional terms for appointments being funded by an insurance company or third party**

This work will be done only with pre-agreement before appointments.

We will ask the insurance company or third party to meet our invoice terms of payment, which is payment within 30 days of an invoice being issued.

In the event of non-payment or partial payment by the insurance company or third party, by signing this document, you acknowledge that you, the client, will become liable for the payment of the invoice(s). Any insurance company or third party funded work will only be undertaken if all parties are in agreement to the above terms and conditions. This statement will also be sent to the insurance company or third party paying for the work that is to be carried out.

### **Information sharing**

From time to time, we may need to share recommendations from appointments and upcoming appointment booking details with the third party who you have requested be responsible for the payments.

By signing this agreement, you agree to the sharing of this information. If you would prefer for this information not to be shared with them please email [admin@cornwallclinicalpsychology.co.uk](mailto:admin@cornwallclinicalpsychology.co.uk)

### **Appointment cancellations/Non-attendances, delays and refunds**

If you need to cancel your appointment that is due to take place in 48 hours time (excluding diagnostic appointments - please see below) or you have an urgent issue in relation to an imminent appointment, please contact your clinician directly. Your appointment booking email and text message will detail how to contact your clinician. Charges will apply if this is not received by your clinician directly. For example, if your appointment is at 10am on a Wednesday we will need to have been told about your wish to cancel by 10am Monday to not incur a charge.

Please contact our administrator on [admin@cornwallclinicalpsychology.co.uk](mailto:admin@cornwallclinicalpsychology.co.uk) if you wish to change your appointment at any other time.

### **Cancellations/non-attendances**

There may be charges for any appointments cancelled after the cancellation period has lapsed.

- We operate a 48 hour cancellation policy for initial assessments. Cancellations made at least 48 hours prior to the start of a session will not be charged. Cancellations made less than 48 hours in advance or non-attendance will result in the full appointment fee being payable.

- We operate a 7 day cancellation policy for diagnostic assessments. Cancellations made at least 7 days prior to the start of a session will not be charged. Cancellations made less than 7 days in advance or non-attendance will result in the full appointment fee being payable.
- We operate a 48 hour cancellation policy for treatment sessions. Cancellations made at least 48 hours prior to the start of a session will not be charged. Cancellations made less than 48 hours in advance or non-attendance will result in the full appointment fee being payable.

### **Delays**

If you are delayed in reaching the session, the session will still only run for the remainder of your originally scheduled appointment duration so as not to incur delays for the next client.

### **Refunds**

Refunds will be made in line with our cancellation policy. Refunds exclude stripe fees.

### **Consent**

1. I agree that I have read and understood the information contained in this document, in full, which is relevant to me.
2. I consent for my practitioner to collect, store and utilise this personal information for the purposes of providing services to me in accordance with the relevant privacy legislation and any other legal requirements that may apply.
3. I understand to the details that are discussed within sessions being private and confidential to me. They are only shared for the purposes of professional supervision. The only exception to this is if Cornwall Clinical Psychology have to disclose information in order to prevent serious harm coming to myself or someone else. In this instance we are duty bound to share the necessary information with appropriate services. Any notes taken will be stored securely and shredded on completion of our work. Please see GDPR Privacy Notice for further information.
4. I acknowledge that this is not an emergency service. In the event that I require urgent advice or support I agree to contact one of the following numbers:
  - Call Emergency Services (999) or go to your nearest A&E
  - Samaritans: 08457 909090
  - Call the police if necessary
5. I agree to make a payment that is due, via stripe, before sessions take place in line with your payment details.
6. I consent to how you will collect any unpaid monies for treatment sessions. Any costs incurred in doing this will also be passed on to me and that interest may be added to the amount I owe.
7. If I request a refund, I agree that it will be made in line with your cancellation policy and that refunds exclude stripe fees.
8. If I need to cancel my appointment, I agree that cancellations made more than 48 hours prior to the start of a session will not be charged. I agree that cancellations made less than 48 hours in advance or non-attendance will result in the full cost being payable.

9. If I am delayed in reaching the session, I agree that the session will still only run for the duration of time left for the appointment, so as not to incur delays for the next client.

10. I will contact my clinician directly to make a cancellation if my appointment is in 48 hours time or inform them if I am running late. I acknowledge that my appointment booking email and text message detail how to contact my clinician. I understand charges will apply if this is not received by my clinician directly.

11. For insurance funded or 3<sup>rd</sup> party payments only; I agree to the payment process and information sharing.

12. I have been informed about Heidi and its purpose, how my information will be handled, stored and protected and I agree to allowing my clinician to use Heidi to assist in documenting my consultation. I understand that I can withdraw my consent at any time without affecting the quality of care I will receive.