

Therapy agreement

I (an NHS Talking Therapies patient) understand the rights and responsibilities I need to abide by to access therapy:

1. Attending appointments

Attending appointments consistently is key to feeling better and staying well. I will:

- Accept one of up to three varying appointment times I am offered.
- Attend my appointments on time.
- Cancel any appointment I am not able to attend.
- Be located within the UK for appointments by phone or video call.

My therapist will:

- Discuss and agree the frequency and time of my sessions. They will normally be weekly or fortnightly.
- Transfer my care back to my GP if I:
 - Cancel more than two appointments, unless there are exceptional circumstances.
 - Miss my appointment, without contacting NHS Berkshire Talking Therapies with an explanation, and do not respond to contact attempts within seven days.
 - Rebook a missed appointment and then fail to attend.
 - Regularly attend appointments late and cannot be seen.

2. Fitness to attend

- I will not be intoxicated, or adversely affected, by drugs/medication.
- I will be free from distractions (such as driving and care-giving) and be in a confidential space to be able to engage during appointments by phone or video call.
- I understand that NHS Talking Therapies have zero tolerance of all forms of abuse. Both I, and my therapist, reserve the right to end treatment in the event of any abusive behaviour or other exceptional circumstances, as agreed with my therapist.

3. Keeping in touch

We may communicate with you via email, phone, SMS and letter. If my contact details or preferred method of contact changes, I will tell my therapist or let the admin team know by emailing talkingtherapies@berkshire.nhs.uk or calling 0300 365 2000 (option 2) if I need a quick response (in less than three days).

4. Confidentiality

NHS Talking Therapies takes confidentiality very seriously. As the main health professional responsible for my healthcare, my GP will be informed about my contact.

If another NHS team have referred me to NHS Talking Therapies (such as a health visitor), my therapist will follow good practice and update them on whether I start treatment and, if so, when I stop treatment.

I understand that the information I share with NHS Talking Therapies will not otherwise be shared without my permission, unless:

- My therapist is concerned I may harm myself or others
- My therapist identifies there may be risk to children or vulnerable adults (including disclosures of historical abuse and/or risk to others)
- I am under 18 years old, and my parent(s) and/or legal guardian may be made aware of my engagement with NHS Talking Therapies in case of safeguarding or risk concerns
- I would like a family member, carer or friend to be involved in my care. I understand I can mention this to my therapist and discuss arrangements for their involvement.

5. Treatment needs and preferences

I understand I can discuss any specific needs or preferences with my therapist and they will try to make reasonable adjustments to support my needs. These may include:

- The gender of my clinician
- Therapy by 'phone, video call, or in person
- Therapy supported by an interpreter or in British Sign Language

6. Supervision and training

- It is important that staff providing psychological therapies receive supervision and that their skills are monitored and assessed to ensure quality of service to patients.
- At key points of training, trainee therapists/psychological wellbeing practitioners are required to shadow trained staff in order to observe clinical skills.
- If this is required, my therapist will ask my permission in advance or at the start of my session for my consent. I can withdraw my permission at any time and it will not affect my care and treatment.

7. Complaints and feedback

- If I am unhappy with any aspect of my experience with NHS Talking Therapies or wish to give feedback I can contact a clinical service manager by emailing talkingtherapies@berkshire.nhs.uk or calling 0300 365 2000 (option 2) if I need a quick response (in less than three days).

8. Ending treatment

- I understand that after I end treatment, NHS Berkshire Talking Therapies may contact me with information about other services they offer that will support my wellbeing.