



Dr Lara Akers-Douglas

Chartered Clinical Psychologist

Hope Psychology Practice

www.hopepsychology.net

hopepsychology@gmail.com

HCPC: [PYL042293](#)

Terms and Conditions

Fees:

For self-funding clients (I do not offer family or couples therapy):

- Initial Assessment Consultation (50 minutes): £120
- Individual Therapy Sessions (50 minutes): £120 per session

I am registered with a variety of insurance companies. For more information, please get in touch. Confirmation of the number of sessions approved, and any caveats, will be needed before commencing therapy.

In Person Appointments

In person appointments are either at Cowes Chiropractic Clinic, Birmingham Road, Cowes, Isle of Wight, or at 45 Terminus Terrace in Southampton. Should a location be unavailable for any reason, I will endeavor to find a suitable alternative. Please bear in mind I cannot extend appointment times if the client is late. I will text after 5 minutes, then again after 10, but if no contact has been made within 15 minutes of the scheduled start time, I will assume the client is no longer able to attend and the no-show policy will apply (see below).

Video Appointments

Appointments can be attended by video call, using a secure telehealth system called Clinix. Clients do not need any specific software to access appointments, just a smartphone, laptop, or tablet. This means confidentiality is a shared responsibility. Please make sure you are in a confidential space for your appointments, where you can sit comfortably and are not distracted by background noise. Recording of video sessions is not permitted. Occasionally technical challenges can occur which can affect any service and are beyond my control. As I usually cannot extend session times, connection issues causing significant disruption would be continued via telephone call. If you are late, please do let me know so I can keep the room open. I will email you after 10 minutes, and will close the room after 15 minutes, in which case the session would be regarded as a no show and charged at full rate.

Payment of Fees

Payment is due at the time of booking the scheduled appointment/s, via Clinix. Payments are secure as no bank details are shared with either party.

If payment is to be made via an insurance company, please ensure preauthorisation specifying Dr Lara Akers-Douglas is obtained in advance, and the preauthorisation number shared with me. Depending on the policy, there can be an excess to be paid. Some insurers request this is paid directly to the psychologist. In this case payment is due within 24hrs of the appointment; an invoice can be provided upon request.

Appointments will not be attended by the psychologist where payment has not been made. In the unlikely event however that an appointment is attended but not paid for, payment is due within 24 hours. No further appointments can be made before payment is received. If payment is not made within this time, any and all debt collection means may be used, including claims made through the Small Claims Court. In this circumstance confidentiality of the client's name, identifying and contact details is not applicable.

Cancellation Policy

If you are unable to attend your appointment, please let us know as soon as possible via email hopepsychologypractice@gmail.com or via the website www.hopepsychology.net. 24 hours' notice is required for cancellation. No refund will be given for cancellations with less than 24 hours' notice. This is because I incur the same costs as if the appointment had taken place and am unable to offer the slot to another client at that late stage. If, due to circumstances beyond my control, I am

forced to cancel an appointment, a full refund will be given, or the payment moved to the next scheduled appointment.

No show/DNA Policy

If you do not attend your appointment, or cancel with less than 24 hours' notice, no refund on fees can be made, as I incur the same costs as if the appointment was attended. Further appointments can be made as normal.

Insurance companies do not cover the cost of missed appointments. Therefore, if therapy is ordinarily being funded by an insurance provider, and you do not attend your appointment, or cancel with less than 24 hours' notice, the full cost of that appointment must be covered by yourself before any further appointments can be made.

Late attending

If you are late to your appointment, we may still be able to use the time left to us, however I will not be able to extend the time owing to other appointments being booked. No refund of fees can be made for late attendance.

Confidentiality

Your contact information, emergency contact and that of your GP, will be held securely in case of any safety issues arising. If any information is shared that results in concerns about the safety of a client or of another person, I have a professional duty of care to act on the information. I will inform you prior to taking any appropriate course of action unless to do so would exacerbate any risk present. Notwithstanding safety issues, details shared within sessions remain confidential, with brief session records stored electronically and in line with GDPR requirements. If reports are required by another party (for example, an insurance company) this will be discussed individually. It is a professional requirement for me to engage in regular clinical supervision and as such, clinical information may sometimes be shared in order to seek advice from a supervisor in the interest of following best practice. However, such discussions are anonymised, and the supervisor would not have access to client-identifying details.

Signposting

If either you or I do not feel I will be able to provide you the best service, I will do my best to signpost you to other services.

Under 18's

When working with under eighteens, I will require consent from client and guardian, but any further information from the sessions is protected by law between the client and myself, unless the client gives me permission to share with family. This will only be superseded if I am concerned about risk for a client at any point.

UK Regulations

Please note I am solely regulated under regulations standards set and administered in the United Kingdom including the [HCPC](#) and [BPS](#). Although I am able to work with clients in some other countries, this is on a case by case basis, and the work undertaken together would continue to be regulated by the [HCPC](#) regardless of the location of the client when this work is undertaken.