



Dr Lara Akers-Douglas

Chartered Clinical Psychologist

Hope Psychology Practice

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HCPC: [PYL042293](#)

Terms and Conditions

1. Fees

For self-funding clients (please note: 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 range of insurance providers. For further information, please contact me. Written confirmation of the number of sessions authorised by your insurer, along with any relevant conditions or caveats, is required prior to the commencement of therapy.

2. In-Person Appointments

In-person appointments are available in Cowes or Southampton. If your chosen location becomes unavailable for any reason, I will endeavour to provide a suitable alternative.

3. Video Appointments

Appointments may be conducted via secure video link using a platform called Imatta. No specific software is required—sessions can be accessed using a smartphone, laptop, or tablet.

Confidentiality during video sessions is a shared responsibility. Please ensure you are in a quiet, private environment, free from distractions or background noise.

Recording of video sessions is strictly prohibited.

Should technical issues arise that significantly disrupt the session, I will aim to continue via telephone where possible. Session durations cannot be extended to compensate for such interruptions.

If you are running late, please inform me by message. I will send an email reminder after 10 minutes. If no contact is made by 15 minutes past the scheduled start time, the session will be considered a no-show and charged in full.

4. Payment of Fees

Payment is due at the time of booking, via the secure Imatta platform. No bank details are shared with either party.

If your therapy is covered by insurance:

- Pre-authorisation must specify my name (Dr Lara Akers-Douglas) and be obtained in advance.
- The relevant pre-authorisation number must be provided before the first appointment.
- Some policies may include an excess payment, which must be paid directly to me within 24 hours of the session. An invoice is available on request.

Please note: Sessions will not take place unless payment has been received.

5. Late Attendance

Appointments cannot be extended if the client is late.

I will send a reminder text after 5 minutes, and again at 10 minutes.

If no contact is made by 15 minutes past the scheduled start time, the appointment will be deemed a no-show and charged in full (see Section 7).

6. Cancellation Policy

If you need to cancel your appointment, please notify me as soon as possible by email at hopepsychologypractice@gmail.com or via www.hopepsychology.net.

Cancellations with less than 24 hours' notice will not be refunded.

This is due to the inability to fill the slot at short notice and the associated costs incurred.

If I need to cancel an appointment for any reason, a full refund will be issued or the fee carried over to your next scheduled session.

7. No-Show / DNA Policy

If you miss your appointment without providing at least 24 hours' notice, the full fee remains payable.

If your therapy is funded by an insurance provider, please note:

- Insurance does not cover missed or late-cancelled sessions.
- You are personally responsible for covering the full cost of any missed appointment before any further sessions can be scheduled.

8. Late Arrivals

If you arrive late, the session can proceed for the remaining time. However, sessions cannot be extended and no refund or partial credit will be given.

9. Late Payments

Any session booked and not cancelled with 24 hours' notice, or attended, must be paid for either in advance or, in exceptional cases, within 24 hours.

Future appointments cannot be booked until outstanding payments are received.

Interest may be charged on overdue payments at 4% above the Bank of England base rate if not paid within 7 days.

Unpaid balances after 28 days may be pursued via debt collection or Small Claims Court. In such instances, confidentiality regarding the client's name, identity, and contact details will no longer apply.

10. Confidentiality

Client confidentiality is upheld in accordance with GDPR and professional ethical standards.

Your contact information, emergency contact, and GP details are held securely and may only be used if a safety risk arises.

If there is a risk to you or others, I have a professional duty to act. I will attempt to discuss this with you beforehand unless doing so increases the risk.

Session notes are stored securely and minimally.

If third-party reports (e.g., to insurers) are requested, this will be discussed with you beforehand.

I engage in regular clinical supervision. Anonymised case material may be discussed with a supervisor in the interest of best practice.

11. Signposting

If I feel that another service may be more appropriate for your needs, I will do my best to guide you toward suitable alternatives.

12. Clients Under 18

For clients under the age of 18:

- Consent is required from both the young person and their parent/guardian.
- Information disclosed in sessions remains confidential between myself and the young person, unless explicit consent is given to share it.
- This confidentiality may be overridden if I believe the young person is at risk.

13. Third-Party Funded Therapy

If therapy is funded by a third party (e.g., an individual or organisation), this must be confirmed in writing by all parties and these Terms and Conditions agreed to.

Confidentiality remains with the client and no clinical information will be shared with the funder without the client's express consent.

The third party may, however, be informed of booked sessions and whether the client attended or missed the appointment.

14. Jurisdiction and Regulatory Framework

I am regulated solely under the laws and professional standards of the United Kingdom, including by the Health and Care Professions Council (HCPC) and the British Psychological Society (BPS).

While I may be able to work with clients based overseas, this will be determined on a case-by-case basis.

In all instances, the work undertaken will remain subject to UK regulation, regardless of the client's location.

15. Data Protection

I am registered with the Information Commissioner's Office (ICO) and comply fully with the UK General Data Protection Regulation (UK GDPR). Your personal data is collected, stored, and processed solely for the purpose of delivering psychological services.

You have the right to request access to, correction of, or deletion of your personal data. Please see my privacy notice (available upon request or on the website) for further information.

16. Emergencies and Crisis Situations

Please note that I do not offer an emergency or crisis service. If you are in immediate danger or need urgent support, please contact emergency services (999), your GP, or a 24-hour crisis helpline such as Samaritans (116 123).

I may not be available to respond to urgent emails or messages outside of scheduled appointments.

17. Communication Between Sessions

Administrative communication (e.g., rescheduling appointments) may be conducted via email. I do not provide therapeutic support via email, text, or phone between sessions.

Any messages sent will be responded to as soon as possible, but please allow up to 48 hours during working days.

18. Nature and Scope of Psychological Services

Therapy is a collaborative process and outcomes can vary depending on a range of factors.

While I will always aim to provide a safe, ethical, and effective service, I cannot guarantee specific results. The scope and goals of therapy will be discussed and reviewed regularly.

19. Ending Therapy

You may end therapy at any time, although I recommend a final session to review progress and support closure.

I reserve the right to discontinue therapy in the event of non-payment, breach of these Terms, or if I believe therapy is no longer beneficial or appropriate. In such cases, I will make reasonable efforts to signpost you to other services.

20. Complaints and Dispute Resolution

If you have a concern or complaint about any aspect of the service, I encourage you to raise it with me directly in the first instance.

If a resolution cannot be reached, you may contact the Health and Care Professions Council (HCPC) or relevant professional body.