

INFORMATION ABOUT PSYCHOLOGICAL THERAPY – DR PAUL ROGERS LIMITED.

Therapy venues

The Cardiff and Newport CBT offices have been chosen as they are discrete and not in a therapy centre or psychological treatment unit, but in buildings which are multi-functional, made up of a number of businesses. Both offices have the appropriate insurance for your consultation.

Toilets are available at both venues.

Parking is not provided. Please park in the pre-paid meter spaces or in the appropriate car parks / off street parking that is available nearby.

Please be respectful of others at all times. Both venues have a number of different businesses within them.

Both venues are closed and locked at weekends and before 8.30am and after 5.30pm on weekdays. In certain exceptional circumstances and only with significant prior arrangement with the building supervisors can therapy may be available outside of these times during the week only.

Venue accessibility and clients with disabilities.

Although effort is made to meet the requirements of all clients with disabilities; however, please be advised to make contact with Dr. Rogers as early as possible to discuss your individual requirements.

Therapy attendance

Please feel free to attend with a friend, colleague or relative. However, please note that therapy sessions are ordinarily 1-1. Should you wish to be accompanied within sessions, please discuss and agree this BEFORE the session, as the offices will need to be laid out according to a 1-1 session. If you are accompanied, your friend is welcome to wait for you in the designated waiting areas.

Please note that neither the Cardiff or Newport venues are resourced or risk assessed to receive children who are unsupervised.

Where attendance problems occur with pre-agreed sessions twice within any 6-week period, therapy may be suspended or even stopped in order to determine if it is still suitable. Where therapy is funded by a third party, the decision to continue therapy may need to be taken and agreed with this person / organisation.

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Please feel free to have water or a soft drink during therapy. However, please do refrain from eating food during therapy.

Please ensure that your mobile phone is OFF throughout therapy sessions.

Please note that Smoking and "Vaping" is not permitted within either venue.

Therapy accompaniment

Occasionally, certain psychological conditions (E.g., Obsessive Compulsive Disorder, Obsessional Jealousy, Health Anxiety Disorder and Hypochondriasis) may require the help of a friend or family member as a "co-therapist". The role of a co-therapist is to support you in your therapy. Primarily, their role will be to help you with "reassurance seeking". If this is a requirement of therapy, it will always be discussed and agreed with you beforehand and only with your consent.

Whilst friends and family members are always welcomed and encouraged to accompany you and wait in the designated areas, if their behaviour causes concern, your session may need to be suspended and they may be asked to leave the premises.

If your friend does accompany you within the session, please note that unless it is a pre-agreed, specific goal of your therapy (to support that person), they will be asked to refrain from discussing their psychological problems or mental health concerns in your session.

Skype / telephone based therapy

Therapy can be delivered by telephone or Skype, depending on the nature of the condition and the type of therapy. This can only be arranged by prior agreement, where appropriate. Please note - this cannot be agreed on either the day of the session or the last working day prior to the session as such types of therapy requires additional organisation.

Therapy at home / home visits

Please note that home visits may be possible but need to be discussed and costed for each individual case as travelling time and travel costs will need to be considered and agreed beforehand.

Emergencies and out of hours

CBT / EMDR therapies are planned, progressive therapies which occur within the session over time. It is not an appropriate resource at times of crisis or emergencies. Please refrain from contacting Dr Rogers out of hours as he does not / cannot provide a 24/7 emergency, service. Please ensure you always contact your GP, NHS mental health professional, or 999 services (and their respective out of hour's services) in emergencies.

Confidentiality, communications and record keeping

All clinical records are maintained and stored in accordance with the most recent best practice and data protection guidance. See - <http://www.legislation.gov.uk/ukpga/1998/29/contents>. Dr Paul Rogers Ltd. is registered with the ICO as a data controller as per the Data Protection Act (1998) enabling the safe upkeep, maintenance and security of clinical records in holding sensitive personal information. See - <https://ico.org.uk>

All information shared through the referral letter or within sessions is ordinarily kept highly confidential (as per a Welsh Assembly current guidance - <http://www.wales.nhs.uk/sites3/documents/950/codeofpractice.pdf>).



This information will not be breached without your explicit consent UNLESS there are very specific legal or health obligatory reasons to do so. The legitimate exceptions are specified by a number of professional bodies (E.g., the GMC). These professional codes of conduct specify the exceptions as being: (1) disclosures with your consent; (2) disclosures required by law; and (3) disclosures in the public interest. For further information, please see –

(1). <http://www.wales.nhs.uk/sites3/documents/950/codeofpractice.pdf>

(2). http://www.gmc-uk.org/guidance/ethical_guidance/confidentiality.asp

Your records will only be released with your consent or if there is an appropriate court order legally requiring their disclosure.

Please note - It is good practice for your therapist to have 1-1 clinical supervision with their clinical supervisor to ensure that their therapy is of the highest quality.

Please note - It is good practice for your therapist to write to your GP at the commencement and end of therapy (and occasionally in between if necessary). Your consent will always be sought for all such GP discussions / correspondences.

If your funding is agreed and organised by a third party (E.g., solicitor or medical referral agency), it is normal practice, indeed it is usually a requirement of that "agent" that your therapist is free to discuss your case verbally and in writing with such funders (e.g., assessment report / discharge report, etc.). Your consent will always be sought prior to all such discussions / correspondences.

It may be from time to time to discuss your case with other appropriate persons (E.g., Psychiatrist). Your consent will always be sought prior to all such discussions / correspondences.

Please note - CBT therapy does not include the facility for your therapist to become involved in issues directly outside of therapy (E.g., benefit / housing claims, work sickness appeals, letters for work, family care proceedings, DVLA applications, immigration proceedings, and so forth). If you require general letters regarding your CBT therapy for other purposes outside of your therapy, then this may be possible but please note, as per the Terms and Conditions, there is a separate charge per letter.

Therapy Fees

Therapy fees are individually agreed at the start of therapy. If you are self-funding then full cash payment is required at each and every session. If you are funded by a third party (E.g., Solicitor, Medical Agency, etc.), the fee rate and payment will have to be agreed prior to therapy and will be invoiced separately. Please check that this is the case at your first session. Unfortunately, unless such an arrangement has been agreed, you will be liable for full fees.

Weekly bank transfers are accepted with prior agreement.

There are no facilities for accepting cheque or debit / credit card payments.

Please note - Where a previously agreed session is later cancelled, then the full session fee is incurred if the cancellation is within 3 working days of the allocated appointment. If your therapy is funded by a solicitor / agency then the session will "count" as a completed session against your allotted amount.

Booking / re-arranging / cancelling therapy sessions

Your first session will be booked with you direct. Thereafter, sessions will be booked at the end of each session, or you may agree on certain times and dates in advance. Once a session has been agreed this will count as a confirmation that you are going to attend.



Please try and refrain from rearranging your booked sessions once these have been agreed. Dr Rogers provides therapy for up to 30 clients across the two venues so it is very difficult to rearrange sessions once they have been booked. If you have no alternative and do need to re-arrange a session please call or text Dr Rogers with as much notice as possible. Dr Rogers will always do his utmost to accommodate requests to change appointments where he can. However, if your session cannot be rearranged and you cannot make your previously booked session then full session fees will be incurred as it will be not possible to re-use this pre-agreed session slot.

If you have to cancel your session, please call or text Dr Rogers with as much notice as possible. If your cancellation gives Dr Rogers enough time to re-use that session slot, then no fee will be incurred. However, if your session is cancelled within 3 working days of your planned session then full session fees will be incurred as it will be not possible to re-use this session slot.

Please note, if you ask to rearrange / cancel a session twice within a 6-week period then the provision of therapy will need to be re-evaluated in order to ensure that it is a priority for you.

Please do not ask to "carry sessions over" for a later period in your life or to use therapy for any other reasons than that for which it was originally instructed.

Therapy duration

CBT EMDR therapy is weekly for between 6-30 sessions depending on the nature of the treatment. The amount of sessions you will be offered will depend on the nature of your difficulties. Some guidance can be found for specific difficulties on the NHS NICE guidelines (www.nice.org.uk). This is something that can be discussed in your assessment session.

In special circumstances and with prior arrangement, therapy can be structured fortnightly.

Sessions last 45 minutes, allowing 10 minutes to write up clinical records. On those occasions where a double (90 minute session) is required, this will be agreed previously.

The therapy session cannot go ahead when there is a "lateness" of 20 minutes or more, as simply, there is insufficient time to conduct the session. In such circumstances, unfortunately, the full session fees are incurred (regardless of the cause of the lateness).

Therapy is active and will often require you to complete tasks outside of the set 1-1 therapy sessions – often called "homework". Furthermore, you may be asked to record your progress against these tasks using specific forms and diaries. Should you not do the tasks or forget your forms and diaries, then the 1-1 session may not be able to proceed (as it may be dependent on your previous progress). Where this occurs, the therapist will make a case by case, time by time decision as to how best to proceed. Should therapy not be able to proceed for this reason then full session fees are incurred.

You are under no obligation to continue therapy and can discuss this at any time with your therapist. There will be periodic reviews to discuss progress and a Relapse prevention plan will be included as part of your final sessions.

Making time for therapy

Therapy isn't just about coming to sessions. CBT / EMDR are collaborative therapies that seek to help you become your own therapist. Therefore, you will take an active part in the treatment, this includes devising homework tasks together so that you are able to try out what you learn in therapy, or try out new ways of behaving within your life context.

4th September 2017

