

Dr Katherine Tinkler DCounsPsych CPsychol BSc (hons)
HCPC registered practitioner psychologist
BPS chartered counselling psychologist

Business:

Basement suite 1, Amity House
5 – 7 Coniscliffe Road, Darlington
DL3 7EE

Mobile: 07954387465
Web: www.darlingtontherapy.co.uk
Email: kate@darlingtontherapy.co.uk

Terms and Conditions

Darlington Therapy is a professional psychology service based in Darlington. Darlington Therapy is managed by Dr Katherine Tinkler (known as Kate), a HCPC (health & care professions council) registered practitioner psychologist (HCPC) and chartered Counselling Psychologist with the British Psychological Society (BPS). In addition, Kate is a full member of the Division of Counselling Psychology and a registered member of the Association for Cognitive Analytic Therapy (ACAT). Registration with the HCPC can be checked at www.hcpc-uk.org. For information on the BPS visit www.bps.org.uk and for ACAT visit <https://www.acat.me.uk/page/home>.

Psychological therapy is not like other professional relationships you may have had. It calls for active and often brave participation on your part. 'Active' because I am not the expert on you, and you will need to do at least 50% of the work, and 'brave' because the process of knowing yourself better or changing behaviour is likely to bring up difficult feelings that may be uncomfortable. My job is to create a safe space where you are able to share your experiences and I can help you process and work through them.

The first session or two is usually an assessment period for both of us and offers us the opportunity to get to know each other and I will be able to get a better idea of what our work together might involve and if I'm the right therapist to help you. This is also a time for you to think about whether you feel comfortable with me and the direction of the work and are willing to make a commitment and work together. It's really important that you find the right person to help you, so please feel free to ask questions at any point during the process.

I will give you a guide to how many sessions are recommended to work toward your goals. If you have a set amount of funds, then we can work around this but may not always be able to make all the changes you'd like in that time. Sometimes people prefer an ongoing arrangement and I am happy to accommodate this if people prefer something regular but at their pace.

If a specific course of treatment is agreed, such as in cognitive analytic therapy (CAT) where 8, 16 or 24 sessions denotes a course of therapy, it is important that you are aware of the commitment you are making and that you complete the number of sessions agreed in order to fully benefit from the treatment.

Confidentiality and Consent

Sessions with your psychologist are confidential. My professional organisations, the British Psychological Society, and the Health & care Professions Council, both require me to keep records of the therapy. These records are limited to information you give me concerning your contact details, medication and contact with other professionals, as well as sessions attended, missed or cancelled. These details are recorded in a secure, online, GDPR compliant database and will be retained for 7 years. It is important that I record your consent to treatment and that you agree with the terms and conditions of treatment and I will ask you to sign the registration form. I will also record consent to contact you using email, mobile, text, voicemail and you preferred method of contact.

I may take notes during sessions at times particularly in the assessment phase. After each session I make informal notes to help me remember what was discussed. These notes will be kept securely in a locked filing cabinet. Process notes are retained for 12 months post- treatment (in case you return to therapy) and then shredded. All records are kept in accordance with GDPR requirements – see separate privacy policy.

Details about your attendance and therapy will not be shared with anyone without your consent.

There are some exceptions however:

- (1) If I have cause to believe there is immediate risk of harm to yourself or to others including children in your care or you disclose that you have or intend to commit a crime.
- (2) It is a requirement that psychologists receive professional supervision for the work that they do. Therefore, at times I will discuss your therapy with my supervisor. Your identity will always be protected. My supervisor is bound by the same confidentiality codes as I am and will not reveal what is private and confidential between you and I.
- (3) If you have been referred by a third party, I will discuss with you whether it has been agreed that I will share information with the referrer, such as attendance, progress and outcome of treatment.
- (4) In the event of notes being requested by the courts, I have a legal obligation to provide the notes.

If you are unhappy about any aspect of your therapy please do raise this in the first instance with me as most issues can be explored and resolved together as part of the work.

If this does not resolve the issue the HCPC are available to offer advice.

<https://www.hcpc-uk.org/concerns/raising-concerns/>

Attendance Guidelines and Cancellation Policy

1. We will meet at agreed times, usually once a week. This is 'your time' each week that I have set aside for you. Each session lasts up to 60 minutes. It is important for effective therapy that we try to maintain a regular and continuous commitment. If a change of circumstance makes this difficult for you, we can discuss the possibility of a different date and time and I will do my best to rearrange things if I can.
2. I will be ready for you at the appointed time. Please try to arrive on time. If you arrive late the session will still finish at the appointed time.
3. I will take all reasonable precautions to keep our therapy space safe from interruption and intrusion, such as from telephone calls, though there may be rare occasions when this is not feasible. I ask you to respect the therapy space too, by not accepting mobile phone calls.
4. Please avoid taking mood altering drugs or alcohol before a session with the exception of prescribed medication. If you arrive in what I believe to be an altered state that makes you unable to use the therapy fully the session will not take place.
5. By booking an appointment you agree to these terms and conditions. Fees are agreed at the time of booking of the initial appointment. Fees can be paid prior to the initial session by bank transfer or must be paid at the time of the appointment by cash or card.

24 hours' notice is required for cancellation of agreed sessions, if you are unable to attend. Please bear in mind that missed sessions without 24 hours' notice will incur the full fee.

Late payment law is applicable to unpaid fees and Darlington Therapy will take appropriate steps to recuperate any losses.

Please call 07954387465 or you can email kate@darlingtontherapy.co.uk to rearrange appointments with at least 24 hours' notice.

6. It is my responsibility to monitor my health and fitness to work. This means that I may have to cancel a session at short notice due to illness or other unforeseen life events. I will give at least 24 hours' notice where possible.
7. The therapeutic relationship is intended to be healing, supportive and sometimes challenging. We need to be aware that there may be times, as in any human relationship, when things feel difficult and it seems hard to persevere. These times, if worked through together, can be very fruitful and life-enhancing for you. We both need to have the intention of seeing things through in such circumstances.
9. If either of us thinks it is time to bring the therapy to an end, we will discuss this together and decide if and how to do that. Sometimes this can be done in one session. Sometimes it is better to have a longer ending with several sessions to review the work and to plan for the future. Ending the therapy is a shared process and should never be one-sided or impulsive.

Bank details:

Halifax plc	Sort code:	111093
K Tinkler	Account number:	00014042