

## **What You Can Expect from Your Initial Consultation with Dr Joanne Spoors**

Dr Spoors' secretary will arrange your initial 60 minute consultation. This appointment will cover your main concerns and any presenting symptoms, we will also discuss your past medical, psychological and social history. A plan will be made and shared with you at the end of the appointment, this can include diagnosis, treatment and the next steps in your care. Dr Spoors may also advise you on the use of medication in pregnancy and when breastfeeding.

## **Fees and Charges with Dr Joanne Spoors**

### Self-Pay

Dr Spoors receives self-paying patients and those covered by healthcare insurance. If you are a self-paying patient, the cost of an initial consultation is £400.00; this includes an assessment letter. Follow up consultations will be charged at £350.00 for a 60 minute appointment or £200 for a 30 minute appointment, including a GP letter. Prior to the initial appointment, self-paying patients will be asked to pay in advance by cheque or bank transfer. If this appointment is cancelled with at least 24 hours notice, a full refund will be issued. Payment for follow up appointments can be completed prior to the consultation or on the day by bank transfer or credit/debit card. Please be aware that it will be your responsibility to settle any unpaid fees with Dr Joanne Spoors.

### Private Medical Insurance

If you wish to claim for treatment through your health insurer, please contact your insurer prior to your initial appointment. You will have to provide a letter of confirmation from the insurance company prior to your appointment. This should state whether they will cover the costs of your sessions partially or in full. If you are unable to provide this prior to your appointment, please inform us by email at [drjspoorspa@gmail.com](mailto:drjspoorspa@gmail.com). We have no alternative but to cancel and re-schedule your appointment once your insurance confirmation letter has been obtained.

Dr Joanne Spoors is accredited by several insurers, you can access this information on the Orchard Clinic website. If your insurers are not listed it is your responsibility to check this with your insurance providers prior to booking your appointment. A letter of evidence from your insurers will be required, to confirm that you will be covered. Insured clients need to be aware of charges not met by insurance and are responsible for fees not covered.

Dr Spoors may be required to provide a report or complete an insurance claim form for your insurer. She is happy to provide this for you if requested as part of your consultation. At other times it should be requested through [drjspoorspa@gmail.com](mailto:drjspoorspa@gmail.com) with details of your requirement.

We understand that information requests and claim forms may be time sensitive. Although we do our best to fulfil these requests, due to the Dr Joanne Spoors' schedule, we require at least two weeks' notice. In certain circumstances where information and / or claim requests are at short notice, we may be able to process your requirements more quickly.

All prescriptions issued by Dr Spoors outside of a consultation will be charged at £25. If you request a prescription from Dr Spoors outside of a consultation, you will need to provide card details to be charged before the prescription is issued to you. Please ensure that for repeat prescriptions you allow plenty of time before your medication runs out. We cannot always fulfil repeat prescriptions at short notice.

All non-clinical letters requested by you will be charged at £50. Before letters can be released to you or the recipient, payment will need to be made by bank transfer. Letters will be emailed and not

sent by post. Non-clinical letters include, but are not limited to, letters to employers, educational organisations, government organisations (including in relation to social security benefits), solicitors and courts (although longer legal reports will incur a higher fee which you will be advised of at the time of the request and will vary depending on volume of work required), travel companies and general 'to whom it may concern' letters. Letters to GPs, other medical practitioners, therapists, health insurance providers and to you will be provided at no extra cost.

Following your consultation, you may need blood tests or other investigations to exclude physical causes for your symptoms. The fees for those tests will be determined by the clinic or hospital and charged to you, or your private medical insurer, separately.

Please be aware that it will be your responsibility to settle any unpaid fees with Dr Spoor. We are not accountable or liable for any individual's insurance policies. It is also your responsibility to inform us if there have been any changes to your policy that may affect or restrict your access to treatment.

#### Excess Fee

Some policies may have an excess fee, that you will need to settle with your insurance company. We recommend that you review this with your policy holder beforehand. Please be aware that any outstanding payment will need to be settled by the protocol for self-paying patients. Failure to pay may result in us referring the matter to our debt collecting agency.

#### Cancellation Policy

An appointment missed without notice may result in a lost opportunity to offer the consultation time to someone else. If you should need to cancel, you must inform us at least 24 hours before your appointment time or you will be held liable to a cancellation fee.

Cancellation fees are charged at the cost of a full consultation of £400.00. Please be aware that if your insurance is paying for your sessions, they do not always pay for cancelled or missed appointments. This varies by insurance policy and we recommend you contact your policy provider to enquire about this prior to starting your treatment. If your insurance does not cover these circumstances, you are responsible of settling any cancellation charge that you may incur. In exceptional circumstances this fee may be waived.

#### Lateness Policy

Dr Spoor's clinic appointments take place on a Tuesday. Zoom appointments may be available at other times Monday to Friday. All clinic appointments with Dr Joanne Spoor are booked by fixed hourly or half hourly time slots. We understand that on occasion patients may be late for an appointment. If you are unable to meet your appointment, it is your responsibility to inform us at [drjspoorspa@gmail.com](mailto:drjspoorspa@gmail.com) or Telephone: 0203 198 3100.

If you are late, it is at your discretion to attend the appointment. There will be no adjustments made to the appointment time. If you attend, your consultation will finish at the time it was originally booked. We run a highly busy clinic; this leaves us with little flexibility to accommodate late comers. We respect that each patient has booked their appointment to see Dr Spoor at a specific time. We therefore do our absolute best to ensure we are punctual and meet the expectations of our patients. Please also be aware that if you attend a shorter appointment due to lateness, you will still be charged for the full appointment.

Dr Spoons makes every effort to be punctual with individual appointment times. On rare occasions, she may be delayed in a consultation. If this does occur prior to your appointment, we take responsibility and will ensure you get your full appointment time.

#### Telephone Enquiries

Patients may wish to consult with Dr Spoons by telephone to discuss treatment plans, a change in circumstances, or other health related queries. Due to our appointment structure with patients that have pre-booked their appointments, it is not usually possible for Dr Spoons to take telephone queries. All telephone queries should be booked with a minimum of at least 24 hours notice, and this will be subject to availability. In a case of an emergency, Dr Spoons may be able to speak with a patient. If it is a serious medical matter requiring urgent medical attention, please contact emergency services on 111 or 999. Phone consultations will be charged-for at the usual fee of £400/hour or any part thereof.

#### Email Enquiries

We do understand that for a most patients, emailing may be the most convenient method of communication to contact Dr Spoons or her secretary. The GMC has advised us on the use of emails and their security. Although we have taken internal measurements to protect the confidentiality of our patients, please be aware that emails are not a completely secure method of communication. We recommend you refrain from disclosing sensitive or confidential information through email. Should you choose to email Dr Spoons or her secretary, we take it as acknowledgment of this risk. Emails sent to Dr Spoons' secretary are only read and actioned during office hours, 9.30am – 5pm Monday to Friday (excluding bank holidays). Please note Dr Spoons is not obliged to give you personal email addresses. All contact should be made directly through her secretary at [drjspoonspa@gmail.com](mailto:drjspoonspa@gmail.com).

Dr Spoons may not always be able to review and respond to emails prior to consultations. We are unable to provide set response times due to the demands of the clinic. Dr Spoons requires at least two weeks notice for any emails requesting information. We take into account the time-sensitivity of some requests for information. We recommend you email us with the exact details of what you require and the date and time by which you need the information, to enable us to endeavour to meet these requests. Email consultations will be charged-for at the usual fee of £400/hour or any part thereof.

#### Complaints Policy

If you have any problem with the services we provide, please contact us and tell us as soon as reasonably possible. We will investigate the problem under our complaints procedure and notify you in writing of the outcome. Every complaint is acknowledged within two working days, all complaints are then investigated and responded to in writing within 28 days. We try in every instance to meet this 28 day time frame. If for any reason there is a delay with this process, we will notify you of this and keep you updated with the progress of the investigation. All complaints are reported to the Registered Manager, Dr Heather Mays, who is responsible for following through complaints for the company. Complaints are also reviewed in our Clinical Governance Committee meetings to improve the quality of service provided to our patients.

#### Data Protection & Cookies

Cookies are small data files transferred to your computer's hard drive through your web browser to enable our systems to recognise your browser and to provide us with details of how our website is used. A cookie does not give us access to your computer or any personal information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Please note that we do not directly harvest or take the data from the website.

#### Cliniko

The database that we use to register and hold patient information is Cliniko which is an encrypted site in Australia. The link to the terms and conditions of Cliniko is

<https://www.cliniko.com/policies/terms>

#### Squarespace

We use Squarespace as a method of passing on your inquiries to individual practitioners. The link to the terms and conditions of Squarespace is <https://www.squarespace.com/terms-of-service/>

We do not buy and sell information from third parties and will not pass on your details without your consent, except in an emergency situation.

#### Data Portability/Information Sharing

From registration with us at the Orchard Clinic, we will keep a record of non-medical details, such as; your name, address, date of birth, telephone(s), email address(s). This information will be stored on our secure data base. These details will be held uniquely for administrative and accounting purposes only. Any clinical data stored on our secure data base will be strictly exclusive to access by Dr Spoor.

In some cases, patients may see more than one therapist or clinician and may want to share details of their sessions with others dealing with their care. Patients have the right to request we share your details with another practitioner. We follow strict guidelines when sharing information and can only fulfil this request with written and signed confirmation from the patient, clearly stating their consent.

#### Appointments

Dr Spoor's secretary is responsible for booking appointments and will be your main point of contact. On occasion, Dr Spoor may book in patients directly or during your consultation. In order to prevent any mistakes with appointment bookings, we provide appointment cards and can send an email of confirmation upon request. Both will include details of your appointment, including the date and time. Please note all new patients who have booked in their initial consultation will receive an appointment confirmation with details of our address, practitioner, date and time, new patient documents and a summary of some of our policies.

Dr Spoor and her secretary work hard to ensure that all bookings are taken accurately, and that patients are aware of their appointment times. Due to the large number of patients we deal with, human error or miscommunication may arise on occasion resulting in errors with appointments. If it is a fault of our own, we will take full responsibility and waive the appointment charge. We will also make every effort to book you in for the next convenient appointment. We do understand that mistakes may also be made the fault of a patient, resulting in missed appointments. Although we do have some leniency towards this, it is likely that a full cancellation fee will apply.

## The Right to Be Forgotten

Under Article 17 of the GDPR, it is an individual's right to have their personal data erased. The right to erasure is also known as 'the right to be forgotten'. Please be aware that this right is not absolute and only applies in certain circumstances. In order to gain an understanding of your rights in more depth you can visit: <https://www.eugdpr.org/the-regulation.html>

## Information Requests

Under the practice of the GDPR, individuals have the right to obtain access to their personal clinical information. Dr Spoor can arrange to provide copies of documents held electronically. In line with the practice of GDPR copies will be provided to you free of charge.

## Disclaimer

Dr Spoor will endeavour to meet and provide you with an exceptional level of psychiatric care. She will provide you with the most appropriate treatment plan catered to your needs, this may be adjusted where she feels necessary to ensure you are receiving the best quality of care possible.

Dr Spoor aims to see patients as frequently as required and will advise you on what she deems appropriate based on your individual needs. Regular reviews may be advised to promote the continuity and progression of your treatment. We respect this is dependent on your individual circumstances.

Please be aware that if you have not attended or communicated with Dr Spoor or her secretary, we will assume you have self-discharged from our services. Although we are unable to delete any clinical records, for patients not seen for over six months we will archive files. Should you wish to resume treatment at any time, we will still be able to access your files, such as treatment notes and your medical history for the time you had treatment with us.

Please be aware that Dr Spoor reserves the right to change and increase her consultation fee at any time, with one month's notice. Should there be an increase in her fee and you have not attended a consultation for over six months from the date of your last appointment, the new consultation fee will be applicable and any old rates will be overwritten. Your next appointment and any follow up appointments will be charged in accordance with the new consultation fee.

## Our Responsibility for Loss or Damage Suffered by You

Please be aware that we cannot accept responsibility for loss or damage to any personal belongings you bring with you to the Orchard Clinic. We recommend that you do not bring any valuables with you and any loss or damage to these will be at your own risk.

Under the guidance of the Care Quality Commission and Health and Safety at work etc Act 1974, we ensure that we are compliant with their fundamental standards. We take all the appropriate measures to protect our patients and ensure our premises are safe and secure at all times. The Orchard Clinic undergoes a number of risk assessments, which are updated when due to ensure the safety of our building. Under the Health and Safety (First-Aid) Regulations 1981, we have installed the adequate and appropriate equipment, as well providing sufficiently trained and competent first-aiders in the event of an accident or emergency.

If you have experienced any injury caused to you inside the premises of the clinic or at fault of a members of staff, please report this to us and we will undergo a full and thorough investigation. In line with our company's complaints procedure, all investigations will be acknowledged within two

days and responded to within 28 days. We try in every instance to meet this 28 day time frame. If for any reason there is a delay with this process, we will notify you and keep you updated with the progress of the investigation. Please note that we are not liable to accept any blame or responsibility for damage or injury caused outside the premises of Orchard Clinic.

Contact:

Orchard Clinic

89 St Margaret's Road

Twickenham TW1 2LJ