

Psychological Therapy Agreement

Dear Patient,

Welcome to the Derby and Derbyshire Talking Therapies Service! This document explains what is expected of you and what you can expect from us (your therapist and the service) during your treatment. It also helps you get the most out of your therapy. By receiving this document, you are agreeing to follow the terms. If you have any questions, please contact us or talk to your therapist.

Confidentiality

Everything you share with us is private. We will only share your information if you agree. However, if we think you or someone else may be at risk, we might have to share some information to keep everyone safe. We will also tell your GP about your treatment. If you don't want us to share something with your GP, talk to your therapist.

If you have therapy online or by phone, make sure you are in a private, safe place. If you are not in a safe or private place, the appointment will not happen and will be marked as missed.

Therapists meet with a supervisor to talk about how therapy is going. Your therapist may share information about you with their supervisor, but they follow the same rules of privacy.

Attendance

There are many people waiting for therapy, so it's important to keep your appointments. If you miss your first appointment and don't tell us 24 hours before, we will think you no longer need therapy and will cancel your treatment. If you miss a session later, you will have 72 hours to contact us to reschedule. If we don't hear from you, you will be discharged. Missing two appointments without letting us know will also lead to discharge. If you need to cancel, please let us know 24 hours before your session. If you cancel twice, you might be discharged.

If you are late, your session will still finish at the scheduled time. If you are more than 15 minutes late, your session may be cancelled.

If your therapist is unavailable, we will let you know as soon as possible and offer another time if we can. Appointments cancelled by the service don't count toward your total sessions.

Preparing for Therapy

Your therapy sessions are important. You should be ready to talk and be alone, unless you've agreed with your therapist to bring someone. Your therapist will not begin the session if:

- You are not dressed or ready (like if you are in bed or driving)
- You are not in a private space
- You seem to be under the influence of drugs or alcohol

What is Expected of You

- Fill out any questionnaires before your session to help your therapist understand your progress.
- Do the tasks your therapist gives you between sessions to practice what you learn.
- Write down important things you learned after each session.
- Attend every session on time.
- Keep your therapist updated about any changes in your health or life.

What You Can Expect from Us

- You will be treated with respect and without judgment.
- Your sessions will start on time.
- If your therapist has to cancel, we will let you know.
- You will receive feedback about how your therapy is going.
- We will work with you to improve your mental health.
- We may suggest other services if needed.

How Therapy Will Be Delivered

Your therapy is limited to a certain number of sessions, so it's important to make the most of each one. Sessions usually happen weekly. You will have regular check-ins with your therapist to talk about progress and next steps. Therapy can be in person, by video, or on the phone.

Quality Assurance

All therapists are trained and supervised to ensure they provide safe and effective care. Some therapy sessions may be recorded (with your permission) for training and quality checks. Your therapist will always ask if they want to share any recordings.

Complaints or Feedback

If you are unhappy with the service, please talk to your therapist about it. If you want to make a formal complaint or give feedback, you can email: Derby.TT.admin@derby-talk.co.uk

What to Do in an Emergency

We do not provide emergency mental health support. If you need help, please contact:

- Call 111 (press 2) for support and advice
- Mental Health Crisis Service: [0800 028 0077](tel:08000280077)
- Samaritans: Call 116 123 (24/7)
- If in danger, call 999 or go to your nearest hospital.

Thank you for reading this document. We look forward to working with you. If you have any questions, feel free to contact us.

Kind Regards

The Derby and Derbyshire Talking Therapies Team

Email Address: Derby.TT.admin@derby-talk.co.uk

Website: <https://www.derby-talk.co.uk>

Telephone: 03330 417 262