

## Terms and conditions

Dr Lelanie Smook Psychological Therapies  
50 Princess Street  
Ipswich  
Suffolk  
IP1 1LR

All service users are to adhere to the terms and conditions set out below.

- If I was referred via another agency or insurance company, I might be liable for any extra fees which the agency or insurance will not include in their costs.
- All outstanding fees have to be paid in full at least 48 hours prior to attending an appointment. Payment is made via BACS. Any non-payment may result in legal steps taken to recoup costs.
- Information could be shared with my GP or Next of Kin in an emergency. Information will be limited to what was absolutely necessary to ensure the safety and wellbeing of the service user.
- Information could be shared with my GP with regards to treatment but only after discussion within our appointment.
- If I disclose any possibility of harm to myself or others, my Psychologist, Dr Lelanie Smook, can contact my GP and local support services to ensure my safety and care. Psychological therapy will only continue once steps were put in place to keep me and others safe.
- Each appointment will last 50 minutes.
- Dr Lelanie Smook may use artificial intelligence to capture session notes, summaries and letters. All information will be stored securely and electronically. I will inform Dr Lelanie Smook if I did not wish to have AI involvement in my clinical case.

- If I need to cancel a session I will inform my Psychologist, Dr Lelanie Smook, 48 hours prior to the session start time or the fee will still be charged.
- If I miss two sessions without contacting my Psychologist Dr Lelanie Smook, she will assume I no longer wished to attend sessions and the therapeutic relationship will be terminated.
- If I wish to take up Psychological therapy at a later date, I can contact Dr Lelanie Smook again.
- Dr Lelanie Smook CPsychol is registered with both the BPS (British Psychological Society) and the HCPC (Health and Care Professions Council) and abides by their codes of conduct and ethics.

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Terms and conditions may be updated regularly to reflect current practice.

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