

## TERMS & CONDITIONS

1. All client-based information and data will be stored in accordance with data protection regulations. Confidentiality will be maintained at all times.
2. Susan McCabe (*former Anderson*) will practice in accordance with the Health & Care Professions Council Standards of Proficiency, which can be viewed at [www.hcpc-uk.org](http://www.hcpc-uk.org)
3. Following initial assessment, and at appropriate stages throughout your treatment, your GP may be contacted with a summary of what has been discussed, with your consent (written or verbal). You will receive a copy of any correspondence between Susan McCabe (*former Anderson*) and your GP. Please note there is a charge for GP or Consultant Letters.
4. Initial consultations will be a minimum of 60 minutes and subsequent consultations up to 45-60 minutes. However, consultation times are flexible and can be tailored to your needs. A suggested number of consultations can be agreed at the first appointment.
5. Where clients are self-funding, consultations will be paid for at the time of the session by cash, bank transfer (direct or BACS) or PayPal only. Please note that all payments via PayPal will incur an additional process fee of 3.6%. All fees must be settled at the end of consultation or upon completion of work being carried out. Clients funded by health insurance (AXA PPP, Aviva or Healix) agree to self-fund the remainder of the consultation fee(s) should your level of cover not be sufficient. An invoice and receipt can be provided upon request. VAT is not charged.
6. As of 1st April 2022 fees are charged at a rate of £120 an hour. This includes: consultations (face to face, telephone and virtual), consultancy work, case management media and nutritional analysis. An additional call out fee will be charged for community/nursing home visits. The call out fee will be charged for the travel time and cost incurred.
7. The above terms and conditions apply to the deputy(s) legally acting on behalf of individuals who are deemed to no longer have mental capacity under the mental capacity act 2005.
8. Cancellation of consultations. Please give more than 2 days notice if you need to cancel an appointment we have made. Cancellation charges are:
  1. 75% of the consultation fee if within 24 hours of the booked time; or
  2. 50% of the consultation fee if within 48 hours of the booked time

I agree to the terms and conditions set-out above:

\_\_\_\_\_ Date \_\_\_\_\_  
[CLIENT FULL NAME]

Susan McCabe (former Anderson) DT28427

\_\_\_\_\_ Date \_\_\_\_\_