



in Bexley

CLIENT AGREEMENT

Mind in Bexley Ltd through its Primary Care (IAPT – Improving Access to Psychological Services) Service provides Cognitive Behavioural Therapy (CBT) and other talking therapies to adults registered with a Bexley GP. CBT is aimed at reducing distress by looking at unhelpful thinking patterns and behaviour which have a negative effect on how we feel. It is a solution-focused collaborative form of therapy, involving working together and guided discovery. You will be asked to carry out tasks between sessions in order to practice what you have learned. We offer both group and individual sessions and these are currently being provided remotely, via telephone, on-line and video links.

As part of the services we offer, our team of IAPT Employment Support Workers provide help to clients who are looking for employment or need help to stay in their place of work. If you feel that this would be helpful, please ask your therapist for a referral.

Client Records and Confidentiality:

Computer records are kept on a very secure IT system, accessed only by the Mind in Bexley team. Some of the data collected is made anonymous and can be used to evaluate the service and for research purposes. Client records are maintained in accordance with the *Data Protection Act 2018*. Any request for a copy or sight of these records can be made in writing to the CEO of Mind in Bexley Ltd, please also refer to our [Mind in Bexley Confidentiality Statement and Privacy Policy](#) for further information. Numerical data and statistics are reported to the Department of Health and may be used for research purposes. Anything that you tell us is confidential within the Mind in Bexley team, unless we have concerns about the immediate safety of you or anyone else, in which case we will discuss this with senior staff and may need to involve other people. If this becomes necessary we will try to talk to you about this first. It is a condition of this service that we are provided with the name of your GP, so that we can contact them if we have any concerns and we usually provide the GP with a report. If there is a specific reason for you not wishing this report to be sent, please discuss this with your therapist.

As an NHS service provider, we provide data reports for monitoring and research purposes to NHS England and the DWP (as part of the employment support programme). This service data information is published but clients are not identifiable.

Attendance at sessions and DNA Policy:

In order for therapy to be consistent and effective, it is important that you attend regularly. If you are not able to attend a booked appointment, please give us as much prior warning as possible so that this appointment can be offered to another client. This allows us to use therapist time well and helps to keep waiting lists down.

Cancelling with less than 24 hours' notice will be treated as a DNA (Did Not Attend). If you do not attend one appointment without at least 24 hours' notice then we will discharge you from the service so that a slot can be offered to someone on the waiting list.

We understand that sometimes there are genuine emergencies that prevent clients attending appointments and cannot be foreseen. Should this happen, please contact us within 24 hours of your scheduled



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appointment to explain the reason for not attending. Please leave a clear message on our answer phone if your call is not answered in person.

If you cancel more than two sessions with adequate notice, then your therapist will discuss with you whether now is the right time for you to be engaging in therapy and you may be discharged from the service. Future re-referrals are welcome.

Complaints Procedure, Monitoring and Evaluation:

We encourage clients to provide both positive and negative feedback in order to improve our service. Evaluation forms are distributed at the end of therapy. Anonymous data on outcomes are collected and collated and may be used for research purposes and for articles for publication. You can decline to consent to this. If you feel you have cause to complain about the service you have received, you can contact the Chief Executive of Mind in Bexley on our main number or ask for a complaints leaflet. Making a complaint will not adversely affect the service you receive.

Telephone and video call appointments

Questionnaires:

- As you are aware, we take a set of questionnaires at the start of each appointment. An electronic copy can be found on the website.

Please try to be in a place where you cannot be heard. This will allow you to speak freely with your therapist. Headphones can be very helpful. Make sure your device is charged and working prior to your appointment. If you are having any connectivity issues during your appointment – please let your therapist know.

If you are in a video call, there are a number of things to consider:

- Ensure good internet connectivity. If it's slow, consider turning other devices off in the household Try to call into the session 5-10 minutes before the session is due to start Consider what you are wearing – remember, you can be seen!
- Think about your surroundings and consider removing personal items if you don't want to share these. If you have a pet (or family members!), try to minimise the likelihood of being interrupted Phones should be set to silent.
- In a group call, be mindful that the first sessions maybe a bit challenging for some.
- Consider muting yourself until you want to participate.
- Use headphones if you have them.
- The lighting needs to be good – try not to have a light behind your head.
- Use the chat section on your screen – you can select your therapist or send a message to a group.
- A code word will be agreed prior to starting the session. This should be spoken out loud to stop the session from continuing. This can be used if there is a risk to confidentiality. When the code word is heard, the therapist will pause the session and the 'chat' option will be used.



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- Some sessions may be recorded for training purposes. Verbal consent will be obtained prior to the start of the session. If you do not want the session to be recorded, please let the therapist know, either verbally or using the 'chat' option at the start of the session.
- If you lose connection – don't worry. Try to connect again, otherwise, one of the facilitators will call you back.
- Don't be afraid to say if you are having difficulties – we are here to provide support.

I understand the above points and am willing to proceed with therapy:

Client's Name:

Client's Signature:

Date

I consent to the recording of sessions for the purpose of training, research and development.

Client's Name:

Client's Signature:

Date

(verbal consent is acceptable given the current situation)



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Welcome to the service at Mind in Bexley. Please keep this leaflet safely as it contains important information.

Attendance

Regular attendance at therapy sessions or in groups is important in order to get the best out of the sessions. Please tell your therapist or group leader in advance of any planned unavoidable absence. If there is a reason why you cannot attend on the day, please leave a message on **020 8303 8932 (option 1)**. Messages are being monitored regularly by our administration team.

Taking Care of Yourself

Due to the current unprecedented circumstances, it is particularly important to engage in self-care.

Remember to give yourself time and space to make use of the therapy or classes and ensure you are getting enough rest and nourishment.

Sometimes during the course of therapy, difficult emotions can come up or events can happen in the week which can cause more distress. Your safety and support is very important to us.

If emotions are becoming very overwhelming it is important that you let someone know how you are feeling. Think about who you could tell (e.g. a friend or relative), in order to support you.

You can also contact your therapist or group leader on the above number. After hours, contact:

- Crisis Advice Line: 0800 330 8590,
- Sane Line 0845 767 8000,
- Samaritans 116 123 or
- Umbrella Crisis Nightline 020 7226 9415, a night-time phone line for anyone with difficulties relating to a mental health problem, open every night from 12:30am – 6am

In the unlikely event that the feelings get worse and if you feel that you are at risk of harming yourself, or others, at any time, please make an urgent telephone appointment with your GP or call 111 for advice. We have a 'Get Help Now' section on our website which provides crisis information, including details of support lines and the Mind in Bexley Crisis Café which remains open from 6pm – 10pm