



Bexley Talking Therapies
for anxiety and depression

CLIENT AGREEMENT

Client Records and Confidentiality

All information you share with us is confidential within the Mind in Bexley team. Relevant details about your care may be shared with your therapist or PWP, employment advisor, and clinical supervisors to support your treatment.

Where there are concerns regarding your safety or the safety of others, we may be required to share information with relevant agencies (including your registered GP). We will inform you if it is appropriate.

When support ends, either through completion or withdrawal, your GP will be informed of your discharge from the service.

Digital records are maintained in accordance with the *Data Protection Act 2018*.

Please refer to the [Mind in Bexley and East Kent Confidentiality Statement and Privacy Policy](#) for further information.

Declining treatment

If you are assessed as suitable for support after your assessment, treatment options will be offered based on clinical need and what is most appropriate for you. This may include individual or group-based interventions.

If you choose not to take up the treatment offered, you will be discharged back to the care of your GP.

During the course of treatment, your clinical needs or circumstances may change. Where this occurs, it may be clinically necessary to review and amend the agreed therapy. If you choose not to engage with the recommended changes to your treatment, you may be discharged from the service.

Reasonable appointments

The service offers most appointments between 9am and 8pm, Monday to Thursday, and between 9am and 5pm on Fridays. A limited number of evening appointments are available, which will involve a longer waiting time. Where possible, you will be asked to attend appointments at the same time each week.

If you reach the top of the treatment waiting list and are unable to accept an appointment within six

weeks, you may be asked to re refer when you are able to commit to regular treatment sessions.

If you decline more than two appointments offered, you are likely to be discharged from the service.

Attendance at sessions and non-attendance Policy

To help therapy be as consistent and effective as possible, it's important to attend sessions regularly. If you are unable to attend a scheduled appointment, please let us know at least 24 hours in advance.

If an appointment is cancelled with less than 24 hours' notice, this will be recorded as a missed appointment. Missing two appointments may lead to discharge from the service.

Please try to arrive on time for your appointment. Sessions cannot be extended if you arrive late, and if you arrive more than 15 minutes after the scheduled start time, you may not be seen.

If you do not attend your first treatment or therapy appointment and do not contact us to cancel or rearrange, you will be discharged from the service.

We are unable to offer therapy sessions while you are outside the UK. When starting therapy, please let us know about any planned absences. Breaks longer than six weeks may result in a discontinuation of therapy.

You are welcome to re refer to the service in the future if you feel ready to engage again.

Employment Support

If you are engaging with our employment support service, please refer to their client agreement.

Clients receiving talking therapy from other services or privately

Receiving multiple forms of therapy is unlikely to be beneficial. You may engage in other talking therapy whilst on our waiting list however this needs to be completed before attending any sessions with us. Your case will be reviewed to assess next steps. If on completing therapy elsewhere you no longer require support, please email talkingtherapies@mindinbexley.org.uk.

Clients re-referring recently after being discharged

We encourage clients to put in to practice what they have learnt before re-referring to us. If you are re-referring for a similar problem within 6 months of discharge, you will be offered a review appointment in the first instance to discuss suitability and agree next steps.

Abuse towards staff or other service users

We understand at times that therapy can bring up difficult emotions however, abuse in any form directed towards staff or other service users will not be tolerated. Treatment may end if your behaviour is deemed inappropriate.

Complaints Procedure

We encourage clients to provide both positive and negative feedback. Our complaints procedure is available on our website and making a complaint will not affect the service you receive.

In-session guidance

- If your session is conducted via telephone or video, you will access sessions from a place where you cannot be overheard and can speak freely with your therapist
- You agree to complete our standard questionnaires at every session
- You will not attend under the influence of drugs or alcohol
- You agree to engage in the therapeutic process, including any between session tasks
- Recording and photography is not permitted unless agreed with your therapist
- Unless beneficial to therapy, we do not allow others to attend 1-1 sessions with you

If you are a group participant, please see our '[Psycho-educational group frequently asked questions](#)' or '[Therapy group frequently asked questions](#)' pages for more information.

If you are receiving one to one therapy remotely, please see our '[Preparing for you telephone or video appointment](#)' guidelines.

Consent to the Recording of Sessions

Some sessions may be recorded for training, research and development purposes. Verbal consent will be obtained prior to the start of the session and will only take place with your permission. I consent to the recording of sessions:

Client's Name :

Client's Signature :

Date:

(Verbal /email consent is acceptable and must be documented on the client's record)

Welcome to the NHS Bexley Talking Therapies service. Please retain this leaflet as it contains important information.

Attendance

Regular attendance at therapy sessions or in groups is important 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

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 therapy, difficult emotions can come up or events can happen which can cause more distress. Your safety and support are 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., friends and relatives), 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.