



TAMSIN DENBIGH
THERAPY

Terms and Conditions / Frequently Asked Questions

Thank you for choosing Tamsin DenbighTherapy. I am a Solution Focused therapist, using elements of Hypnotherapy, Compassion Focused Therapy and Cognitive Behavioural Therapy (CBT). Solution Focused Therapy differs from other types of treatment as it focuses on your preferred future rather than your past. My role is to guide you in identifying small, achievable changes you want to make that will help you achieve your preferred future. I may use other techniques in my practice including Rewind Therapy for phobias or trauma and CBT-i for insomnia.

My qualifications and how I am regulated

- I hold the Hypnotherapy Practitioner Diploma (HPD) and the Diploma in Solution Focused Hypnotherapy (DSFH)
- I am an approved Anxiety UK therapist
- My business is a member of and regulated by the National Council for Hypnotherapy (NCH) and Complementary and Natural Healthcare Council (CNHC)
- I must adhere to their strict codes of conduct and ethics, including having a recognised qualification, appropriate insurance, regular Continual Professional Development (CPD) training, and supervision with a regulated and qualified supervisor.

My commitment to you and your commitment to the treatment

- All clients will be seen by myself for the Initial Consultation and subsequent sessions.
- All clients will receive a relaxation download once they have attended the Initial Consultation.
- Sessions will only be conducted if I deem the therapy safe for the client to receive and if the client wishes to participate in the session.
- I will only work with clients who have actively chosen to receive therapy.
- GP/Consultant permission may be required before sessions can be provided.
- By coming for this treatment, you agree to a commitment of weekly sessions at first, reducing to fortnightly and possibly monthly/ 6 weekly, after mutual agreement. Your commitment to these sessions is important and if you regularly fail to attend sessions, or regularly cancel and rearrange sessions, I will have a discussion with you about whether this is something you are committed to. Your commitment will also include listening to the relaxation download regularly to help with reducing anxiety, and to reinforce positive thinking and action.
- Clients must complete a Consent Form after the Initial Consultation to carry on with sessions. By signing the Consent Form, clients are giving myself permission to hold records and data about them and agreeing how I can contact you

How long will each session be and how much will they cost?

- Sessions are usually 55 minutes but may sometimes extend into 65 minutes, if required.
- Sessions will begin weekly at first, but may over time and in agreement spread out over longer periods.
- Stop Smoking is a one-off session that lasts approximately two hours.
- Sessions are £65 each or a package of 6 sessions is £360. Stop Smoking is a one-off two hour session costing £200. Sleep Help is a 6-part programme costing £400.

Payment terms

- I accept payment by bank transfer.
- Payment must be made 24 hours ahead of each session or sessions will not go ahead.

Young clients

- Clients under the age of 18 must be accompanied by an adult for part of the Initial Consultation.
- The adult must give permission for the session(s) to proceed
- The adult must co-sign the young client's Consent Form
- The adult must be present in the room or nearby the building during the Initial Consultation, and for subsequent sessions if the client is aged 16 or younger.

What if I'm running late?

- Please do let me know if you are running late by messaging me by email or text. There are some slots I have available that mean I am able to continue with your full session, but often I will have another client waiting and therefore it may mean our session has to be a little shorter.

What if I need to rearrange my session?

- You will not be charged if you cancel a session more than 48 hours before its scheduled time.
- If you provide less than 48 hours notice, the session is still payable and you will not be reimbursed the cost. If you have not paid for the session yet, I will request payment.
- The cost of the session may be waived at my discretion, due to extreme unforeseen issues such as severe disruptive weather conditions.
- If I need to rearrange a session, I will let you know at my earliest opportunity.
- I have the right to cancel a treatment without notice if the room or environment is unsuitable for the session to be provided.

Inappropriate behaviour

- I have the right to terminate a session immediately if the client demonstrates inappropriate behaviour.
- I have the right to cancel a treatment without notice if the client is intoxicated or inebriated

What is the General Data Protection Regulations, 2018 (GDPR) and how does it affect me?

The GDPR is to ensure your personal and sensitive, confidential data is kept private and held securely, and being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address or medical conditions. It also covers any session records, text messages or emails we exchange.

How long will you hold my information for?

The associations I belong to stipulate that I must hold your data for 8 years after your final session. For under 18s, I must hold your data until your 25th birthday, unless you are 17 when treatment ends and then I must keep it until your 26th birthday. Therefore, all records will be deleted in the January after the above retention scales. This is in line with NHS regulations for holding data.

Why do you need to record this information?

I collect information about; why you are using the service, a small amount of medical information and a small amount of information about your important others, alongside brief session notes. This information enables me to provide a high quality service to you, ensuring I am equipped with the knowledge of our previous discussions prior to each session. Your contact details, address and GP surgery details will only be used with your explicit consent.

What if I don't want my records to be held for that long?

Under the GDPR you can make a request in writing to me, for all your records to be deleted. In this case all your paper records would be shredded and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on. I would have to save the request for deletion you made but would not save any other data.

What measures are in action to make sure my records are secure?

- Client consultation and treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian.
- Initial Consultation forms will be kept online, password secured.
- Session notes will be kept in hard copy, stored in a locked cabinet.
- Text messages are secured with thumbprint recognition.
- Any email attachments containing your personal information would be password protected and the password would be sent to you via text message.

Is what we discuss kept confidential?

Everything we talk about during our sessions is strictly confidential. I may discuss elements of our sessions with my Supervisor, but client names will not be disclosed.

What if I see you outside of the session?

If we see each other outside of a session I will smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about the therapy you are receiving, but I am obligated by GDPR law to ensure your confidentiality is

protected. I would request that in order to ensure the success of your treatment, that you refrain from discussing your treatment with me in public outside of your sessions.

What about other health and social care professionals?

As I adhere to the GDPR, any contact relating to you with other healthcare professionals would only be made with your consent. For example, If I were to write to your GP to notify them of your treatment with me, and then notify them of the treatment ending, I would only do this if you were to give specific consent for this.

Exceptions: In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my “Duty of Care” I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone. If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information.

Website and social media content

- Website and social media content will be authorised and managed at my discretion.
- Client testimonials and photos will only be published with the client’s written approval.

Complaints Procedure

- If you wish to make a complaint, please email me on hello@tamsindenbightherapy.com
- Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.
- All complaints will be taken very seriously and a response will be provided within 28 days.

Insurance and Ethics

- Tamsin Denbigh Therapy is registered with NCH and CNHC
- Tamsin Denbigh abides by the code of ethics provided by NCH and CNHC
- Tamsin Denbigh Therapy is fully insured by Holistic Insurance Services. I am insured to work with clients outside of the UK but I am based in the UK and governed by UK jurisdiction.
- Tamsin Denbigh has enhanced DBS.