



**North Hampshire Clinic**  
Psychosexual & Relationship Therapy

## **Partnership Agreement**

**This agreement details the terms and conditions concerning our work together.**

### **Psychotherapy/Psychosexual/Relationship/EMDR sessions.**

The aim of the sessions is to provide you with a confidential opportunity for you to explore your thoughts and feelings in a safe environment, to assist your learning, healing, understanding and growth. My role is to help you through this process without judgement. I will give you information and offer suggestions that I believe will help your process. If at any time I feel I cannot help you, I will offer to refer you to someone who can.

### **Confidentiality**

Our work together remains confidential and I will not discuss what we talk about outside of the sessions. There are however a couple of exceptions to this:

My professional memberships require that I regularly attend supervision to ensure that my clients receive the best possible care and that I maintain professional standards (see ethical standards below). In this instance I may discuss our work with a supervisor, but your name(s) will be withheld from any supervision case work to protect your identity and any information given to the supervisor will be treated in confidence.

In the exceptional circumstance that I felt either you or someone else were in danger or at risk of harm, or you disclosed your part or your intention to take part in a criminal/illegal act I may be obliged to disclose this information to the relevant authority. I would, wherever possible, endeavor to discuss this disclosure with you first. Please note that I would also be obliged to share your information should there be a court order from a criminal, civil or coroner's court demanding disclosure.

If we should by chance meet outside of the North Hampshire Clinic, please don't worry, I will not acknowledge you unless you make a point of acknowledging me first (which I am happy for you to do) Therefore, please do not take offence and believe that I am ignoring you. I am just protecting your confidentiality.

### **Language**

I specialise in sex therapy and hearing and using sexual language is a very normal part of my every day work. Please don't worry about what terminology/language you feel you **should** use when talking about your issues. Please use whatever terms you feel comfortable with, you will not offend me.

However, if I feel that there is a deliberate attempt to be inappropriate, dis-respectful, anti-social or lewd and I find myself feeling uncomfortable or unsafe, I will have no alternative but to cease the treatment with immediate effect.

### **Record Keeping**

The information you give will be safely stored on a device which is password protected and benefits from encryption software. Your data will never be shared with any third party unless; you have given consent for it to be shared with another health professional or there is a public safety, legal obligation or vital interest to do so. Please read more about this and additional information about how we collect, use and store your data in our recently updated Privacy Policy.

## **Ethical Standards**

I am a member of several professional organisations, and I am bound to adhere to the code of ethics and professional standards of those organisations;

College of Sexual & Relationship Therapists (COSRT) – Accredited Member  
British Association of Counsellors & Psychotherapists (BACP) – Registered Member  
National Council of Psychotherapists (NCP) – Senior Accredited Member

## **Sessions**

Your first session will be an initial consultation with some information gathering. This is an ideal session for you to ask as many questions as you wish and to see if you feel comfortable with me, and the environment. This will help you to decide whether you wish to continue with the process. There is no obligation to do so.

Should you wish to continue, the assessment part of the process follows on from your first session. This is an information gathering exercise to help me to better understand you and the issues you are seeking help for. This will take one or two further sessions for an individual and three for a couple.

Once the assessment part is complete, I will deliver my treatment plan to you based on the information I have gathered. If you agree with the plan, we will proceed to regular weekly therapy sessions.

Initial assessment sessions will last for a duration of one hour. Longer sessions of 2 hours or more can be arranged if you are keen to speed up the process.

## **Fees**

Initial Consultation/Assessment Sessions are charged at £45 for 30 mins and £80 per hour. I then make a charge of £70 for each 50-minute regular session thereafter.

## **Booking Sessions & Payment Options**

You can book your sessions using the booking system on the website, where you can then pay online using a debit or credit card.

Alternatively, you can book your sessions by contacting me by phone or email. You would then be required to pay for the session(s) at least 24hrs prior to the appointment, either by bank transfer using the bank details below, or by using this [link](https://www.northhampshireclinic.co.uk/checkout/) which will take you to the checkout page on the website (<https://www.northhampshireclinic.co.uk/checkout/>).

## **BANK DETAILS**

**North Hampshire Clinic      Sort Code 20-05-00      Account Number 63382338**  
**Please use your name as your reference.**

**Location of sessions**

All sessions will be held at North Hampshire Clinic, Arena Business Centre, Basing View, Basingstoke, Hampshire. RG21 4EB. Please arrive in time for your appointment and take a seat in the main reception where I will come and collect you at the time of your appointment. If your appointment is before 9.00am, after 5.00pm or on a Saturday, the main doors may be shut. I will come and let you in at the time of your appointment, therefore please don't arrive too early in case of bad weather. If the doors are already open, please take a seat in reception. If you arrive early for your appointment, within our receptionist's working hours, they will happily make you a cup of tea or coffee while you wait. Please feel free to ask them.

### **Parking**

There is free parking onsite. There are three visitor spaces as you enter the car park, and further visitor spaces at the front of the building, (you will need to drive right around the building to access these). If the barrier is closed, press the buzzer, just say that you are here to see Carol Graham. (You do not have to give your name to our receptionists at any time). If the visitor spaces are full, you may park anywhere else. You can park in the small multi-storey car park on your right as you go through the barrier or anywhere around the perimeter of the building. Occasionally, in busy times, the car park may be full. If there are any issues with parking, you could park free (if you take a ticket) at the John Lewis/Waitrose carpark, which is very close by. Alternatively, come into the main reception and ask our receptionists for directions to alternative spaces.

### **Cancellations**

Sessions are reserved especially for you and are very unlikely to be filled at short notice. Therefore, if you cancel your session with less than 24 hours' notice I reserve the right to charge the full fee. Sessions will not take place if you are under the influence of alcohol or substances but will still require full payment.

### **Late Arrival**

It is expected that the session will begin at the agreed time. Any session that begins after this time due to your late arrival or unavailability for whatever reason cannot be extended beyond the scheduled finish time.

### **Couple's Sessions**

If you are undertaking couple's therapy, please note that, unless we have agreed otherwise, you must both be present for the session to start. If one half of the couple is absent, the session cannot go ahead and will be treated as a cancellation with no notice. Full payment will still be charged.

### **Contact outside the sessions**

If you need to contact me, you may find that the phone numbers provided may not be answered if I am in clinic or if it is outside normal working hours. However, please leave a voicemail, or send a text or email and I will endeavor to reply as soon as I possibly can.

If I need to contact you, I will do so via the preferred method(s) noted on your enquiry form.

### **Insurance**

I hold both Public Liability and Professional Indemnity insurance.

## Complaints

If you should feel the need to make a complaint about the service you have received, please, in the first instance, raise your concerns directly with me. If afterwards, you feel that your complaint has not been fairly considered or resolved, please contact [www.cosrt.org.uk](http://www.cosrt.org.uk)

## Further information

Additional information can be found on our website: [www.northhampshireclinic.co.uk](http://www.northhampshireclinic.co.uk)

## Declaration

I confirm that the personal information I have given is correct at the time of writing. I confirm that I have read the accompanying privacy policy concerning data protection and I have also read and agree to the terms and conditions of the partnership agreement. I understand that the success of any therapeutic sessions I undertake, will depend on my willingness to work in a collaborative way with Carol Graham.

Signed (Client)..... Signed (Therapist).....

Print Name..... Print Name.....

Date..... Date.....

Signed (Client)..... Signed (Therapist).....

Print Name..... Print Name.....

Date..... Date.....