

JoinedUpHealth: Information for New Therapy Patients

Thank you for your interest in Human Givens therapy.

This document contains **all** the relevant information about my practice. So whilst it is quite long, it is the only document you need to read.

The first page provides some basic information

The rest of the document is the information you need if you wish to go ahead and book a session.

Basic Information

Appointments are arranged by email (connect@joineduphealth.net). This is because I work as a GP during part of the week - during which time I can monitor and answer emails but cannot fit in phone calls. This is also my only practical method of communication with clients between sessions.

When

Currently I can provide sessions on **Mondays or Tuesdays**. Appointments last a **full hour**.

Using Zoom

Currently, due to a location change and house move, I'm only able to offer appointments on Zoom.

Charting your progress

Like many Human Givens therapists I use a secure online system called Pragmatic Tracker. This allows you to provide information using questionnaires about how you have been feeling in the weeks before each appointment. It also provides the secure place to keep your notes. I will need your consent to use this platform for us to work together.

Do I offer discounted sessions, free first sessions, or packages of sessions?

With Human Givens, one of our key aims is to help you feel better in as few sessions as possible and aim to 'make a difference' with each session. Sometimes a 'first session' is all that is required, so we don't offer 'first session discounts' or packages. We will plan ahead after each session, with payment on a session-by-session basis.

Fees

Online Zoom appointments are charged at **£65**.

Payment

Currently the only practical way of receiving payment is by **BACS Bank transfer** prior to attending:
Joined Up Health Ltd **Account - 75228726 Sort Code - 60-23-06** giving your name in the reference
An invoice marked received can be provided on request, as a pdf document.

Further Information

If you would like to find out more about the Human Givens approach before we meet, please visit www.hgi.org.uk.

You will also find HG based resources on my website at www.joineduphealth.net/resources.

These resources are often useful to clients between sessions.

If you would like to go ahead and book your first session, please read on

I'd like to go ahead, what happens next?

First read the rest of this document, which contains a Privacy Statement, our Therapy Agreement, and information on how to make the online process work well for you.

When you fill in the patient information form I sent to you, you will be asked to give your consent to use Pragmatic Tracker, and indicate that you have read the privacy statement, agree to the Therapy Agreement, and have noted the other information here.

Email me (usually this means continuing an existing email conversation) to arrange your appointment time.

Once I receive your Information Form with consent, I will create your record in Pragmatic Tracker and send a link to the first set of questionnaires. This email will include the Zoom link for our meeting. I always use the same link, so you won't be sent a new one each time.

Ensure you've checked the '**set up at your end**' section on the last page, have the Zoom app downloaded, and can access the link I sent. Click the link to 'join the meeting' around the time we've agreed we will start. You will connect initially to a 'waiting room', and I will bring you into the meeting as soon as I am ready.

My Agreement with you

I will give my full attention to you and your current difficulties, and work to help you meet your goals to the best of my professional ability in the time we spend together in the sessions.

I will also spend **at least** 10 minutes to prepare, immediately before your session and 10 minutes to reflect on your session and keep good records.

I will commit to start the session at the latest within 5 minutes of the agreed time, and provide a full hour to the session itself.

I will use high quality equipment and the best internet connection available to me to conduct our sessions, and will ensure our sessions cannot be overheard.

I will keep your personal data securely

I will let you know as soon as I can if an agreed therapy session is no longer possible for reasons of illness, emergency, or unsolvable IT issues. If we cannot reschedule, you will be refunded if you have already paid.

As I work for a large part of the week as a GP, I am not able to offer therapy or direct one-to-one support between planned sessions. I will also not be able to engage with you on any social media platforms.

I will only record parts of your session (such as guided imagery or relaxations) that we have agreed you may use between sessions.

Your agreement with me

You will do your best to ensure the environment and IT at your end are suitable for our sessions (see following section).

You will work with me to identify goals of therapy (i.e what it is you want to change for the better) and do your best to do the things we agree will be helpful to you between sessions.

You will let me know as soon as possible if you are unable to make a planned session, and agree to pay for the time allotted should you be unable to cancel less than 24 hours before the start time of the session.

You will respect the privacy of our sessions, and will not record the sessions.

The set up at 'your end' for online therapy

Please use the Zoom app on a device with a good quality microphone and camera, and secure high speed internet connection.

The Zoom app is free and available to download.

Please ensure your device is plugged in to a power source or has enough charge to last the whole session.

Using a **headphone/microphone set if available** will often improve sound quality and increase privacy.

As far as possible, find a **private quiet space, where you won't be distracted, or overheard, and where you feel safe.**

Please place the screen and camera on a secure stable surface, as near to eye level as possible. Please ensure you are **well lit** - so that you are **facing the main source of light** (eg a window).

Your chair needs to be comfortable to sit in for a whole hour, and provide enough support for you to relax in a comfortable upright position.

For relaxation work and guided imagery which are key parts of HG therapy, it is helpful for the therapist be able to see you from the waist up (rather than just head and shoulders) for those parts of the session, and for you to wear a light coloured top.

Privacy Notice

All the data I will hold about you is specifically to ensure that

- 1) I can contact you and/or a trusted friend or family member if needed during your therapy
- 2) I can contact your GP if necessary
- 3) I understand the background to your situation
- 4) I can provide a good quality session by keeping notes about previous sessions and your progress in therapy.
- 5) Meet obligations to keep certain records for indemnity purposes after your therapy is complete. Your data will be deleted when this is no longer required.

All platforms used to handle and store your data are widely used, considered secure, and password protected. They are all considered suitable and secure by the Human Givens Institute, but, obviously this is on the understanding that this cannot be a 100% cast iron guaranteed.

The Pragmatic Tracker platform stores your session notes, your Information form and the answers you give to the questionnaires. Access to the platform itself is protected through password and one-time code. All your information is stored under a made-up name (eg: Ukwe Wuz3). The diary entries for your appointment will be kept under this made-up name also. To ensure I can access your data when needed I keep a record of real names with the corresponding made-up name in a password-protected file, on a finger-print and password protected laptop. This file is not uploaded to any cloud storage.

Lastly

If for any reason you are unhappy with any aspect of your care, please, if possible raise this with me: as an NHS practitioner I am accustomed, willing and open to discuss any issues arising. If however, you do not feel this would be appropriate, there is a complaints procedure you can use on <https://www.hgi.org.uk/therapist-register/raising-concerns>