

Practice information, terms of service and practice policies

Dr Panagiotis Bouzianis, Counselling Psych.

My office address is 7 Bell Yard, London WC2A 2JR. My phone number is 07365 373720. Email: pbouzianis@pm.me , Website: www.pbouzianis.co.uk

Undertaking my services implies that you have read and that you agree with the terms and policies and privacy statement outlined below at the time of said undertaking. If you wish to discuss any of the below, please let me know.

1. Privacy Policy (Confidentiality, GDPR) - Important

Please read my Privacy Statement here: <https://www.pbouzianis.co.uk/privacy-statement/>

If you agree with the policies in this very document, then I will assume you have read and that you agree with the Privacy Statement linked above as well.

2. General Terms

A. The Basics

- I offer therapy primarily in-person and remote sessions are offered only exceptionally.
- Therapy takes place usually once weekly but we may meet more frequently if we agree that this may be more productive. I do not normally offer fortnightly or less frequent sessions.
- During the initial consultation or assessment (lasting anywhere from 1 to 4 sessions) we will discuss your therapy needs, see if we are a good fit to work together and define the direction and aims of your therapy. The initial consultation is paid only if we decide to continue working together, otherwise it is free of charge. In some cases, we may spend a few more initial sessions ("preliminary") before we decide whether and how we can work together. If we then decide not to work together, I **may** waive the fee for these sessions.
- My standard fee is £120. I also operate on a sliding scale basis (between £75.00 and £150.00) to adjust for individual circumstances and this will be agreed upon starting therapy.
- Sessions last approximately 45-50 minutes. Depending on what is discussed, and usually later in the course of therapy, sometimes we may end a session on an important question, conclusion or impasse - which might take us slightly below or above the 45-minute mark.
- I have a **48-hour notice cancellation policy (working hours)**. If we can reschedule a cancelled or missed session before your next regular one, then you will not be charged for the cancellation, but this is subject to availability and subject to discretion. **Late cancellations and non-attendance are charged the full fee, barring true emergencies (but not ordinary sickness, e.g. cold, flu, work).** Late cancellations are NOT charged to insurance providers.
- Generally I will insist on not missing sessions so we can avoid disruption of the work. Holidays and emergencies are obviously an exception. If you struggle to attend regularly, we may have to stop therapy.
- You may also be able to pay for your sessions through your insurer (**BUPA, AXA**).

B. I do not offer emergency support as I cannot guarantee availability. **If you are at risk, in an emergency or in crisis** - If for any reason you do not feel safe in yourself, we agree that you

will try and follow the **Crisis Plan** below:

- **Speak to family or friends (if it would help).**
- **Book an urgent appointment with your GP.**
- **Contact emergency services in your area (if abroad).**
- **Call the Samaritans at 116 123.**
- **Call 999 or go to the nearest A&E.**

- C. My payment details are available on request.
- D. Payment should be done on the day of the appointment unless we have explicitly agreed to something different. Non-payment of fees may result in debt collection processes and/or termination of therapy.
- E. If you are paying privately, please note that my fee might be periodically reviewed and adjusted to match industry standards or to adjust for changing circumstances - and this will be discussed with you ahead of time.
- F. If you are paying via an insurer, it remains your responsibility to check the terms of your policy and funding, how many sessions are left in your funding but also to pay for any policy excess and for late cancellations directly to me. **Before your first session** you will have to provide me with the relevant insurer details. Should we decide to work together, your first consultation is part of the sessions your insurer might fund. Please note that you may have to pay a policy excess as part of the first consultation – ask your insurer if you are unsure. Please also always check with your insurer how extending your therapy might affect your policy as this remains your responsibility. I reserve the right to cap the number of sessions I charge to your insurer if that means we work within the insurer's scope of work (e.g. short-term, acute).
- G. On Appointments
- i. My therapy room address is 7 Bell Yard, WC2A 2JR. It is a 7-minute walk from Chancery Lane tube station (Central Line) and an 8-minute walk from Temple tube station (District/Circle line).
 - ii. When you arrive, please text or call me so I can buzz you in. There is no reception service. **Please arrive exactly on time for your appointment and not earlier as there is no waiting area. This allows privacy for appointments.**
 - iii. My therapy room is on the second floor with my name on the door. **PLEASE NOTE: There is no lift and there is no step free-access to my office.**
- H. Therapy Direction, Focus and Duration
- i. Generally, these will be discussed at the initial sessions depending on your therapy needs and aims and on your circumstances. Your therapy can be time-limited or open-ended. Many times therapy direction and aims shift, develop or change as therapy progresses. We may review how the therapy is going every few sessions and address these changes.
 - ii. It is natural at times to experience feelings of frustration or dissatisfaction about the process of therapy and these should be discussed in the therapy and reflected on. If you feel that your therapy needs to change direction or stop altogether you can let me know and we can discuss this at any time.
 - iii. Even after having made a commitment to therapy sometimes either party may discover that the related circumstances, aims and direction have changed in such

a way that further sessions might not be helpful anymore, and we may need to bring the therapy to a close.

- iv. Therapy can be challenging at times, even if it goes well. Some sessions may feel more difficult than others, and there is no guarantee for achieving specific outcomes. I invite you to approach your therapy with openness, curiosity, patience, and a drive for the work, which might help with the uncertainty inherent in the process.
- v. Ending therapy does not have a specific protocol and is highly individual. Generally, I invite you to reflect on the process as with any other experience we focused on in the sessions.

I. Scope of Practice – Ethical Guidelines

- i. I specialise in psychodynamic/ psychoanalytic therapy, Cognitive Behavioural Therapy and I integrate these approaches in my work. My practice is evidence-based, adapted to the individual and operates within the Counselling Psychology ethos. For more on how I work, please refer to my website <https://www.pbouzianis.co.uk/>
- ii. I follow the ethical guidelines and frameworks outlined in the professional bodies I am registered with: The Health and Care Professions Council, the British Psychological Society and the British Association of Behavioural and Cognitive Psychotherapies (HCPC, BPS, BABCP). Each organisation has their own complaints procedures as well:
 - 1. <https://www.hcpc-uk.org/concerns/raising-concerns/>
 - 2. <https://www.bps.org.uk/submitting-complaint>
 - 3. <https://babcp.com/Complaints-and-Concerns-Frequently-Asked-Questions>

- J. If I have reason to believe that you are attending a session under the influence of alcohol or non-prescribed substances, I might draw the session to a close.

K. Communication

- i. I prefer to communicate via email rather than via phone or apps. Texts are reserved for appointment admin and logistics. I reserve communication outside of sessions mainly for admin and logistics. Generally, I will aim to respond within 48 working hours if I am not on leave. I do not work on Saturdays and Sundays.

L. **Fire Safety: In the unlikely event of a fire in the office premises:**

- i. There is no waiting area within the building.
- ii. Activate the nearest Call Point. The fire alarm will sound an evacuation throughout the building, or
- iii. Verbally raise the alarm by shouting 'FIRE'.
- iv. Do not put yourself at risk.
- v. Make your way down the stairs and to the fire assembly point is 1 Bell Yard. There is only one building exit.

If you wish to discuss any of the above with me, please let me know.