

## **Practice information, terms and policies - Dr Panagiotis Bouzianis, Counselling Psych.**

My office address is 49 Queen Victoria Street, EC4N 4SA, London. My phone number is 07365 373720. Email: [pbouzians.dpsych@gmail.com](mailto:pbouzians.dpsych@gmail.com), Website: [www.pbouzianis.co.uk](http://www.pbouzianis.co.uk)

**Undertaking my services implies that you agree with the terms and policies outlined below. Please make sure you stay informed about any updates to my terms and policies by visiting my website and checking for the latest version of this very document. If you wish to discuss any of the below, please let me know.**

### 1. Privacy Statement (Confidentiality) - Important

You can read my full 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. If you cannot access my privacy statement please let me know.

### 2. General Terms

- I offer both in-person and remote sessions, but therapies are primarily in-person and remote sessions are offered exceptionally.
- During the initial consultation or assessment (lasting 1 to 2 sessions) we will discuss your therapy needs, see if we are a good fit to work together and agree on 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.
- Sessions cost between £75.00 and £120.00 ("sliding scale") depending on your 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 below or above the 45-minute mark.
- Therapy takes place usually once weekly but we may meet more frequently if we agree that this may be more productive. I do not offer fortnightly or less frequent sessions.
- 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 won't 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 emergencies (not ordinary sickness, e.g. cold, flu)**. 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.
- You may also be able to pay for your sessions through your insurer (**BUPA, AXA**).

### 3. My payment details are:

**Company name: Panos Bouzianis LTD**

**Account number: 29920221**

**Sort Code: 50-00-00**

4. 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 termination of therapy.
5. 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 last minute 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 – please ask your insurer if you are unsure.
6. On Appointments
  - My therapy room is a 4-minute walk from Cannon Street and Bank Stations and a 1-minute walk from Mansion House Station. The building door is a big wooden one.
  - When you arrive, please ring reception and wait on the first floor waiting area. You can then text me so I can let you know it is OK to come up to the therapy room. If it is your first time visiting, I will come down to greet you. If reception is off for the day (usually after 5.30 pm) please text me so I can come down and open the door for you. **Please avoid coming straight up to the therapy room unless I have told you so – this allows privacy for appointments potentially running late or early.**
  - My therapy room itself is on the second floor, room 25 with my name on the door.
7. Therapy Direction, Focus and Duration
  - Generally, the above will be agreed on at the initial consultation(s) depending on your therapy needs and aims and on your circumstances. Your therapy can be time-limited or open-ended. Sometimes therapy direction and aims shift or change as therapy unfolds. 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.
  - 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.
8. Scope of Practice – Ethical Guidelines
  - I specialise in psychodynamic/ psychoanalytic therapy, in Cognitive Behavioural Therapy and I may integrate those two 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/>
  - 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.
    - i. <https://www.hcpc-uk.org/concerns/raising-concerns/>
    - ii. <https://www.bps.org.uk/submitting-complaint>
    - iii. <https://babcp.com/Complaints-and-Concerns-Frequently-Asked-Questions>
9. **If 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.
  - Call the Samaritans at 116 123.

- Call 999.
- Go to the nearest A&E.

#### 10. Communication

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

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