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Client Information Sheet

Training, Accreditation and Experience

I am a Chartered Clinical Psychologist with the British Psychology Society (BPS). I am regulated by the Health and Care Professions Council (HCPC). I hold a Doctorate in Clinical Psychology and an Honours degree in Psychology and Counselling. I engage in a minimum of 70 hours of broad ranging continuing professional development (CPD) activities each year.

I have been working in NHS mental health services since 2003, with a wide range of clients with varying presenting difficulties. I now work privately in collaboration with a former colleague, whilst continuing my work in NHS and voluntary sector roles. I adhere to the code of ethics set by the BPS and HCPC.

Fees

If you wish to cancel an appointment I require a minimum of 48 hours' notice so that the time can be allocated to somebody else. Please note you will be liable for the full cost of the missed session if you do not provide this notice.

Payment by an individual (cash, cheque or bank transfer) is made at the end of each session. Organisations are invoiced on a monthly basis, and are asked to pay within 28 days of invoice. Fees are subject to annual review and non-payment of fees may result in legal action being taken.

Non-payment of fees could lead to legal action.

Therapeutic Process

I offer prospective clients an assessment. This allows us both an opportunity to consider whether we wish to work together. It is important that you feel comfortable with me, and that I feel I am able to offer something that could help. If we do not decide to work together, I can suggest details of other psychologists locally.

If we decide to work together we would arrange to meet for an agreed number of appointments. There is no obligation to attend all the appointments arranged, and you are free to terminate therapy at any time. At the end of this time, a review will take place where we can think together about how therapy is going, and whether it would be helpful to continue.

Unless otherwise agreed, appointments are 50 minutes in length, and are held at the same time each week. Please arrive on time for appointments so that you are able to make the most of the time that you pay for – I will need to end on time to avoid delaying the next person. I will inform you well in advance of any weeks when I need to be away for holiday or professional reasons, and I request that you do the same.

How can psychology help you?

A psychologist uses talking-based approaches to work collaboratively with the client to develop an understanding of your difficulty (a formulation). We draw from a wide range of evidence based approaches to help clients reach their goals. Work might include considering the impact of thoughts, feelings, behaviours, relationships, and practical problems; and thinking about how to make helpful changes.

Please note that no guarantee is given that the provision of services will result in an improvement to the client's mental or physical condition or general wellbeing.

Supervision

Good therapeutic practice requires that regular supervision of cases is undertaken. Supervision can be seen as a form of quality control and a way of ensuring that therapeutic standards are maintained.

Confidentiality and Access to Case Notes

Trust is an essential part of the therapeutic process and I treat all information disclosed to me as confidential. As is professionally recommended, I keep brief notes on our work together. All written information is kept securely. My supervisor treats all details disclosed during supervision as confidential, and no client details are disclosed to any third party without the client's permission. However, should I feel concerned that a client is either a danger to his/herself, or to others I do reserve the right to inform the appropriate agencies (as recommended by my professional guidelines). It is also important to be aware that confidentiality can only be offered within legal boundaries. It is my practice wherever possible to inform the client first should confidentiality need to be breached.

I am registered with the Information Commissioner's Office, and I follow GDPR legislation. Please see my privacy policy for full details.

Drugs and Alcohol

Please note that clients are requested to be free of all alcohol and illicit drugs (including 'legal highs') during appointments. Failure to comply with this request may result in the appointment being terminated, with the fee remaining outstanding.

Contact

There are often times when I am unavailable due to the nature of my work. I encourage clients to contact me by email, which I check regularly. Alternatively, please leave a voicemail and I will contact you when I am available. I am not able to respond in a crisis. You may wish to contact your GP, call 111, or telephone the Samaritans (08457 909090).

Therapeutic Executor

In the unlikely case of my sudden death or incapacity, I have appointed a therapeutic executor who would contact you and help you to think about your needs, as well as destroy my case notes. This is Dr Aggie Moreno-Lopez, Clinical Psychologist.

Equal Opportunities

I operate along the lines normally associated with an equal opportunities employer.