



Terms and conditions of business - reviewed January 2025

Thank you very much for getting in touch. We very much look forward to working with you. Please read the information in this document carefully. We don't want there to be any surprises in your bill.

If you're happy to proceed with using us, please confirm acceptance of our terms of and conditions of business. We will also accept asking us to begin work, and making an appointment, as acceptance of these terms.

Who we are

- Dr Pia Menzies, Consultant Child and Adolescent Psychiatrist
- Dr Clare Short, Consultant Child and Adolescent Psychiatrist (retiring March 2025)
- Ms Jo Robotham, Senior Mental Health Practitioner
- Ms Caroline Wright, Specialist Nurse Prescriber
- Ms Lucy Wells, Consultant Occupational Therapist
- Mrs Lesley Gully, Administrator

We offer professional services for children, young people and families who are struggling with aspects of psychological health and neurodivergence.

Deciding if we are the right service for you/your child

- When you contact us (self-referring usually, or via referral from another professional) we will advise if we have capacity to take on new clients.
 - If so, we will *estimate* when you are *likely* to have an initial appointment.
 - We do not hold a waiting list as we would have to spend considerable time managing it.
 - If we are not accepting new referrals we will try to signpost you to another service
- We will ask that basic details and some clinical information is provided (on a specific form, shared securely)

- We may suggest a preliminary phone call before an appointment is booked, to check we are the right service for you/your child and, if not, direct you to the right help.
 - If we feel it is needed, we will offer a 15 minute call for no charge.
 - If longer is needed to discuss the situation and determine this, we will make a charge for our time and advice (dependent on our hourly rates, currently £55 per 15 minutes for the psychiatrists).

Appointments

- Appointments usually take place in person at [Oakside House, 35 Oakfield Road, Clifton, Bristol, BS8 2AT](#)
- Remote online appointments have become much more common and we usually use Google Meet for these.
- Whilst we like to meet you in person, remote assessments are possible depending on clinical factors. We ask that you are in a quiet, private location for online meetings.
- We will send you links to a standardised questionnaire prior to/around the time of the initial appointment.
- Lesley, administrator, will agree with you on a date for the initial meeting.
- Follow up appointments may be agreed in the clinical meeting. If not, please contact Lesley by phone or email to agree a suitable date and time.

Fees (*excluding [specific assessments](#)*)

1. Initial consultation/appointment (payable in advance) £390

An initial consultation/appointment currently costs **£390**

This may be with a psychiatrist, or/and with other team members. We like to include 2 members of the team when possible. All new assessments are discussed with the psychiatrist.

Occasionally, if the initial appointment is for a specific team member who is not the psychiatrist, we may be able to reduce this fee.

The initial consultation provides you with

- a longer meeting, usually lasting 60 to 75 minutes
- additional reading time for background information to be read before you are seen
- any associated administration
- a letter for you and your GP/referrer (providing you having consented to us sharing this information) which summaries the consultation (unless it is agreed this is better done after a few meetings)
- Please note, a 'completed' assessment can take more than this first meeting. Sometimes we may decide to send a detailed letter/report after this process is complete, rather than after the initial meeting.

2. Follow-up appointments (all payable in advance)

Dr Pia Menzies	£240
Jo Robotham	£120
Caroline Wright	£180
Lucy Wells cost	£200

Follow up appointments include:

- a meeting of around 45 minutes, up to 1 hour for certain psychological interventions
- when clinically indicated, include a letter for you and your GP/other professional (providing you having consented to us sharing this information)
- any associated administration.

Joint appointments

- Where we feel 2 professionals are *needed*, appointments are charged at the combined cost minus 20 per cent
- Sometimes we suggest 2 members of the team being present in meetings to support our team work, and you will only be charged for one professional (whichever rate is higher)
- We always aim to clarify the cost in advance, but do ask if it is ever unclear.

3. Private Prescriptions

There is a cost of **£60** per private prescription written (not per item).

- This is separate from any cost that may be charged by the pharmacy for the medication and dispensing
- Sometimes we are able to recommend a prescription is written by your GP rather than issuing a private prescription; this does not incur a cost, though depends on the GP agreeing

4. Additional liaison, information gathering, questionnaires and other professional services

Outside of clinic appointments, we charge for providing additional professional advice, liaison etc. according to our hourly rates, in 15 minute chunks.

- Sometimes we need to gather further information and other perspectives, for example talking to another professional involved or a school teacher.
- We may also want further questionnaires, or other investigations, completed.
- We will ask your permission for this to take place
- If these tasks are quick and simple they are included in the appointment charge and will not incur an extra cost; this is determined by the clinician.
- The initial questionnaires sent out (currently RCADS) and questionnaires that are part of outcome monitoring do not incur any costs to you

Examples of work that incurs extra charges:

- Writing extra letters to third parties, such as other professionals and education services/school
- Attending a meeting with third parties, such as other professionals and education services/school
- Reading large amounts of background information e.g. in medico-legal cases
- Scoring and interpreting diagnostic questionnaires (although this might be part of a specific diagnostic assessment package, see below)
- Advice and support by telephone, email or similar

Please note that the following will **not** be charged for:

- Contact regarding the making and changing of appointments
- Quick queries (up to 5 minutes) regarding medication or other advice, which are in addition to regular appointments
- Reviewing short pieces of new information (up to 5 minutes)
- Liaison with health insurance companies
- Time spent in dealing with complaints

Specific Assessments and Interventions

Autism diagnostic assessment £2500

- 50% to be paid in advance, 50% once the report is completed.
- Follows NICE guidelines and DSM-5 diagnostic criteria
- Includes ADOS-2, detailed developmental history and information gathering from school
- Include detailed yet practical reports for you and school and a feedback session

- Multidisciplinary, neuro-affirmative assessments looking at the whole person
- Can take place *after* an initial general assessment appointment

ADHD diagnostic assessment £1500

- 50% to be paid in advance, 50% once the report is completed.
- Follows NICE guidelines and DSM-5 diagnostic criteria
- Includes Qb check, Connors questionnaires, detailed developmental history, information gathering from school, clinical observation
- Detailed yet practical reports for you and school
- Feedback session
- Multidisciplinary, neuro-affirmative assessments looking at the whole person
- Can take place *after* an initial general assessment appointment

Joint assessment for autism and ADHD £3500

Specialist Occupational Therapy £200 per hour

- begins with a comprehensive OT assessment
- practical and detailed
- can involve specialist assessments and interventions, e.g. sensory processing, developmental coordination disorder / dyspraxia, activities of daily living, etc.
- written summary after sessions in personal emails

Sleep assessment and intervention £200 per hour

- begins with a detailed assessment
- usually around 3 appointments needed
- can include independent prescribing as well as non medical interventions

How we accept payment

GoCardless

- We require payment for all services using GoCardless, a safe and secure online system
 - We will provide a link for you to set up a direct debit mandate with us via GoCardless, which is a quick and easy process.
 - GoCardless is a safe, well-established direct debit service, widely used in the UK by a range of businesses, charities, clubs, etc. It comes with the usual direct debit guarantee. We pay for the cost of this service
 - You will not need to arrange payments for each appointment/service yourself. We will take payment via GoCardless soon after your appointment. You will receive notification from GoCardless that a payment has been taken by us, as well as an email from us saying what you have been charged for
- We regret we are unable to arrange appointments until this system is set up.

In exceptional circumstances e.g. paying from an overseas bank account, we can accept BACS payments in advance, agreed on a case by case basis

We are unable to accept credit card payments at this point

Health insurance

Please note that as our psychiatrists only are able to be paid by health insurers, sadly we cannot always accept funding in this way.

If your funding is coming from a health insurance company that we are registered with or have an arrangement with,, we will accept a pre-authorisation number alongside you setting up GoCardless as above

- We will take payment for your excess though GoCardless
- We are familiar with what insurers tend to agree to cover and will liaise with you and the insurer.
- In the unlikely or unexpected situation that your insurer does not pay the for the agreed intervention, we will need you to cover our fees
- *Please request further information about health insurance payments as needed*

Cancellation

- We understand that sometimes appointments need changing or cancelling and we will always do our best to accommodate this.
- However, late cancellation by you of an appointment (less than 48 hours prior to the appointment) will be chargeable.
- Any cancellations made by us will not, of course, incur any charge to you; we will endeavour to reschedule at your convenience as soon as possible.

- We will be as flexible and understanding as possible with late cancellations due to coronavirus and will happily change appointments from in person to online to enable isolation.

Other key information

Privacy, confidentiality and use of data

You have our full assurance that all of your personal information will be kept highly private and confidential and never used for any purposes other than treating you, looking after your interests and the usual activities associated with operating a medical practice and complying with our professional duties. Your personal information will be safely and securely processed and stored in accordance with Data Protection legislation and will not be disclosed to any third party outside our firm unless we have your informed consent or we are required to do so by law or professional rules.

Regulation

The service is registered and inspected by the Care Quality Commission. Individually our staff are regulated by the General Medical Council, the HCPC and RCN.

We are required to monitor the quality of our service and the treatment offered. We will request that you/ your child completes some standard questionnaires prior to the start of treatment, at 6 monthly intervals and/or the end of treatment. This is voluntary; as well as helping without regulation and service improvement, it also often provides helpful clinical information.

Consent to email communication

We find it helpful to send copies of our letters to you by email. Since these letters contain confidential information we will ask you for your written consent to do this and will appropriately protect documents.

Equality and Diversity

We will never discriminate on the basis of gender, age, sexuality, race, religion or disability, and will make every reasonable adjustment possible to make the service accessible to all.

Access

If you or any family member have any access requirements when visiting us, contacting us or using our services, please let us know and we will do all we can to accommodate these needs.

Feedback and Complaints

We welcome your feedback and the opportunity to learn and improve our service. While we hope that you never find yourself in a position where you need to make a complaint, we are very happy to deal with anything that you need to raise.

First of all, if you have a complaint or feedback please raise it informally with us initially. We hope we will be able to swiftly address your concerns.

If an informal approach fails to satisfy you, please ask us for details of our Complaints Handling Procedure, which we will follow to provide a more formal response.

If you have any queries about these Terms or further questions about our practice, please don't hesitate to contact our administrator, in the first instance, to discuss them, via info@woven-minds.co.uk.