



Leppard Clinical Psychology

Dr Leigh Leppard
Lordswood Healthy Living Centre
Sultan Road
Chatham
Kent
ME5 8TJ
07938 278856
leigh@leppardpsychology.co.uk

Terms and Conditions for Psychological Therapy Information for Solicitors, Case Managers and Personal Injury Companies

NB: This document outlines the general terms and conditions of my practice, and is applicable when you arrange work directly with me. If you have arranged work via a company that I am an associate with, then please refer to that company's terms and conditions.

Fees

My hourly rate is £120. This rate is charged for any client work that I am engaged in, including (but not limited to) psychological therapy sessions, report/letter writing, meeting attendance, correspondence, telephone calls and reading client documentation. Travelling time to attend meetings or home visits is calculated at £100 per hour (pro rata) and mileage is charged at an additional 45p per mile (LAA rates).

Preferred method of payment is in advance by bank transfer or PayPal. Bank details can be found on my invoices. I invoice monthly for work completed. Invoices must be paid within 30 days.

Therapy sessions usually occur weekly or fortnightly, and are usually 60 minutes in length unless agreed otherwise beforehand. Longer sessions will be charged on a pro rata basis. A number of sessions will be agreed in advance. Any additional sessions required will be discussed and agreed before commencing, but I and the client reserve the right to continue to meet for therapy on a privately funded basis after the agreed sessions have been completed.

Face-to-face sessions will be at an agreed location, and this will usually be my therapy room. Every effort will be made to keep the therapy room consistent. I am able to do home visits in exceptional circumstances, but only if agreed in advance.

The Therapy Process

The therapy process is a collaborative one. Therapy is not necessarily a "quick fix" and it can take time and work to see changes. I cannot guarantee that sessions will result in improvement, but will do my utmost to provide effective treatment. I will not suddenly or without warning terminate our contract, except in exceptional circumstances (e.g. if risk issues emerge that necessitate the termination of work).

Cancellation policy

48 hours' notice is required for cancellation and clients will not be charged for the session provided this notice is given. Where there is less than 48 hours' notice, a fee of 50% of the session cost will be incurred. If a client fails to attend an appointment and does not give notice, then the full charge will be incurred. You (the solicitor/case manager/personal injury company) will be invoiced for any fees for missed or cancelled appointments, and it is your decision as to whether you wish to recover these costs from your client. In cases where a client repeatedly misses sessions, then I reserve the right to place therapy on hold until fees for missed sessions are paid in full.

There may be occasions where I need to cancel or change an appointment at short notice due to unforeseen circumstances. If the reason for cancellation is because of my unavailability, then an alternative appointment will be arranged and you will only be charged for the session attended.

I reserve the right to terminate a session if a client is under the influence of alcohol or non-prescribed medication to the degree that their ability to engage is impaired. This session will be charged as a full session. Please note any threats or acts of violence will invalidate any agreements or contracts and therapy will cease.

Contact Arrangements

Please note that my hours for private work are limited, so it may take me some time to respond to any communications.

Confidentiality and Privacy

Much of the content of therapy is confidential, and I adhere to HCPC standards of conduct and ethics and relevant data protection legislation (e.g. GDPR). However, there are exceptions to this. Please see the separate "Privacy Notice" for a detailed overview of how personal data is used. Please note that I also have a secretary who will process some personal data as part of their duties. This will usually be to complete invoices, respond to routine emails or to send reports to appropriate parties. In accordance with the law, the information they would have access to will be kept to the minimum necessary.

You may stipulate that I must share a client's personal data with you (as funders) to report on progress, etc. If this is the case, the client must consent to this. If I am unable to gain their consent, then I may need to terminate your therapy or see the client on a self-funding basis.

Complaints procedure

If you feel unhappy with any aspects of the treatment being offered please do try and communicate this with me directly. This gives us both the chance to address and resolve issues. I am also regulated by the Health Care Professions Council (HCPC). Should you feel that you have cause for raising a formal complaint, please visit their website (<https://www.hcpc-uk.org/>) for details of how to do this.

I reserve the right to amend, add to or remove from these terms and conditions at any time. I will endeavour to give you notice of any changes that are materially adverse to you. If you have any questions with regards to these Terms and Conditions, please do not hesitate to contact me.

Last updated 26 November 2025