



TERMS OF CONSULTATION

Edinburgh Speech Therapy is committed to maintaining the highest professional standards. I am registered with and regulated by:

- Health Care Professions Council (HCPC) - <http://hcpc-uk.co.uk/> or 020 7582 0866, 8am-6pm. (number - SL21596)
- Royal College of Speech & Language Therapists (RCSLT) - <http://www.rcslt.org/> or 020 7378 1200, 9am-5pm •

WHAT EDINBURGH SPEECH THERAPY WILL PROVIDE FOR YOU

- Edinburgh Speech Therapy will provide you with a reliable, high quality and flexible speech & language therapy service to meet your needs.
- Edinburgh Speech Therapy appreciates the carer's or client's need to be informed about the support they will receive. The length of the session(s) will be therefore discussed and agreed before the appointment. It is not always easy to predict how many sessions of therapy will be required so, in cases where it is likely that long term therapy will be necessary, we will agree a specific number of treatment sessions and have a mutual review of our arrangements at the end of that block.
- Edinburgh Speech Therapy Speech & Language Therapy takes pride in punctuality and reliability. However, in the event that unforeseen circumstances mean that arrangements have to be cancelled or changed, no liability can be accepted for inconvenience/expense incurred.
- Services provided by Edinburgh Speech Therapy are based on evidence from current research and staff are committed to maintaining continuing professional development consistent with HCPC requirements.
- Confidentiality is of paramount importance to Edinburgh Speech Therapy and your information will be stored securely in accordance with current data protection legislation. Our Data Protection Privacy Notice is attached.
- With your consent, I will work closely with other professionals involved in the client's care. Multi-disciplinary working is central to best practice and maintaining high standards of care.
- Edinburgh Speech Therapy very much values customer feedback and will make every effort to respond to any comments you may wish to make about the service.

WHAT EDINBURGH SPEECH THERAPY ASKS OF YOU

- To get the most from speech & language therapy support, it is important that activities and strategies are carried over into the client's everyday life. Edinburgh Speech Therapy would ask that you carry out any recommended activities between appointments to get the most from your sessions and you are encouraged to ask questions about anything you are unsure about.
- If you are not able to attend your session please remember that others may be waiting for an appointment and contact Edinburgh Speech Therapy as soon as you can to cancel. You can do this by phone, email or text message. You will not be expected to pay for the session if it is cancelled preferably the night before but no later than 8.00am on the day of the appointment. If the cancellation is made after 9am on the day of the appointment or you fail to attend then you may be charged £40 to cover the costs of planning, time and travel.
- In the case of school/nursery visits, please inform Edinburgh Speech Therapy by phone, email or text message if the child is absent from school before 8.00am on the day of the appointment otherwise you may be charged £40 to cover the costs of planning, time and travel.
- Edinburgh Speech Therapy understands that, at times, parents may choose to withdraw a child from therapy. You can do so whenever you wish but 7 days' notice would be appreciated if you choose to do this.
- If there is any change to your circumstances such as a change of address or phone number, please let Edinburgh Speech Therapy know as soon as you can.



- Edinburgh Speech Therapy would ask that you settle your payments promptly (please see Fees & Payment below).

FEES & PAYMENT

Current fees are published online at www.edinburghspeechtherapy.co.uk. Payment in full is expected at the end of the appointment. The length of the session(s) will be discussed and agreed before the appointment. It is not always easy to predict how many sessions of therapy will be required so, in cases where it is likely that long term therapy will be necessary, we will agree a specific number of treatment sessions and have a mutual review of our arrangements at the end of that block. An invoice will be issued for each payment. Payments by cash or by electronic bank transfer are accepted.

Account details for electronic bank transfer payments are:

Royal Bank of Scotland, account name Meave Dillon, sort code 83-19-29, account number 00286894.

IMPORTANT! If you pay by bank transfer, please use your child's initials and the date(s) of your session(s) as the reference.

Clients using private health insurance are responsible for settling the invoice and then claiming reimbursement from the company concerned. It is advisable to check the level of your cover before agreeing to therapy. Please note that I am not currently a registered BUPA provider and that, should the insurance company decide not to meet the costs, the client is obliged to do so.

COMPLAINTS Edinburgh Speech Therapy takes complaints very seriously and will make every effort to ensure that any concerns are dealt with promptly and fairly. If you have a complaint, please contact Edinburgh Speech Therapy in writing to Meave Dillon, 10 Baberton Mains Park, Eh14 3DX phone: 07967815246, email: mdillon@edinburghspeechtherapy.co.uk If Edinburgh Speech Therapy cannot resolve your complaint to your satisfaction, you may wish to contact the Health Care Professions Council: 0800 328 4218 (free-phone number) <http://hpc-uk.co.uk/> I have read and understood these terms of consultation and give my consent for Edinburgh Speech Therapy Speech & Language Therapy to assess and work with the child named below:

DATA PROTECTION PRIVACY NOTICE

This statement sets out the policy of Edinburgh Speech Therapy in relation to the holding and using of information about clients. This information may be obtained from the client, the client's family or other sources during the client's treatment. Edinburgh Speech Therapy is registered with the Information Commissioner's office and the data controller/processor is Meave Dillon, Speech & Language Therapist, 17 Myrtle Terrace, Edinburgh, EH11 1PF.

What data does Edinburgh Speech Therapy hold?

Edinburgh Speech Therapy only holds data that is relevant to your child's contact details and to the treatment of their communication difficulties. This usually includes personal contact details, case history information including family history of communication difficulties & related conditions as well as written records of each speech and language therapy session. A record of a session includes a brief description of the activities carried out, how the child performed in each of the activities, a summary of any discussions that took place and a plan of action for what will happen next. Any phone calls or conversations that occur outside of the face to face sessions are also recorded in the case notes.

Why does Edinburgh Speech Therapy hold this personal data?

Edinburgh Speech Therapy holds contact data in order to communicate with clients and their carers to arrange sessions and share information relevant to the case. A case history is essential for understanding the nature of a communication difficulty and so that effective assessment can lead to an accurate diagnosis. Case notes form a record of the client's progress and allow future therapy to be planned in as an effective and efficient way possible. Data is also used by Edinburgh Speech Therapy for the purpose of keeping our own accounts and records in accordance with the requirements of Her Majesty's Revenue Customs and the Information Commissioner's Office.

Does Edinburgh Speech Therapy share data with others?



Your information is only ever shared when you have given consent for this to happen. The reason for sharing information and who it will be shared with will be explained to you at the time so that your consent is informed. Any information sharing is carried out with the client's best interests in mind and typically takes the form of specific information about your child's communication issue, for example, copying speech & language reports to other professionals your child sees, giving written strategies to help others to support your child or case discussions with other professionals. Information shared like this will usually include your child's name, date of birth and sometimes contact details so that the person receiving it can match it to their records. Edinburgh Speech Therapy does not sell on or share data with third party data companies although we may disclose information about you to law enforcement officials in the investigation of any alleged unlawful activities involving the client or their carer(s). We may also be required to disclose information to a court or regulatory body when required to do so by law.

Where is my data kept?

Your information is held in paper files at the Edinburgh Speech Therapy (address 10 Baberton Mains Park, Edinburgh, EH14 3DX). These files are kept in locked filing cabinets. Electronic data is kept to a minimum and is stored on our password protected computers & offline external hard drive. Your information is never sold on or used for marketing purposes.

What is your Lawful Basis for keeping my data?

Data protection legislation requires businesses to make clear the 'Lawful Basis' for retaining your data. This basically means businesses have to tell you the reason why they need your data. These reasons are defined by the regulations and the reason your data is collected can vary over time. In the case of Edinburgh Speech Therapy, data is kept under the following legal bases:

- 'Contract' - in most cases, your data is collected as part of our contract to provide you with a quality Speech & Language Therapy Service. We need to keep a record of the presenting problem, steps taken to address it and the effectiveness of therapy provided.
- 'Consent' - by signing below, you will have given your consent for your data to be used specifically by Edinburgh Speech Therapy to provide speech and language therapy support for your child.
- 'Legal Obligation' - any data collected by Edinburgh Speech Therapy may be subject to a legal obligation. For example, case notes must be retained for the periods defined by law (see below).

How Long will you store my data?

If you make an enquiry, do not have any face to face sessions and no further action is required, your data is deleted within a month of your first contact. If you have one or more face to face sessions, then a case file is opened. Once the client is discharged, the paper case records are stored in locked file boxes in accordance with the legal requirements for medical records before they are shredded at the end of the required retention period. The law says that Children's records must be kept:

- Until the child is 25 (or 26 if they are 17 when treatment ends) or eight years after their death, if sooner.
- If the child's illness could be relevant to an adult condition or have genetic implications for their family, records must be kept until the client's death.

Can I get Access to my data?

Yes, you can as long as you are an entitled person, i.e., either the client or someone with legal responsibility for the client. Just fill out the Subject Access Request form available at www.edinburghspeechtherapy.co.uk and return it to Meave Dillon Speech & Language Therapist, 10 Baberton Mains Park, EH14 3DX. You can also ring 079678 15 246 to request a form.

Can I withdraw my consent or ask for my data to be deleted?

You can withdraw your consent at any time by writing to Meave Dillon Speech & Language Therapist, 10 Baberton Mains Park, EH14 3DX. or by email mdillon@edinburghspeechtherapy.co.uk Any data that does not have to be retained legally as part of your case notes can also be destroyed if you so wish.



What happens if there is a data breach?

In the unlikely event that someone unauthorised accesses the data Edinburgh Speech Therapy holds, you will be informed of the breach and the steps taken to address it. Any breach will be reported to the Information Commissioners Office in accordance with the law.

How is my data protected by Edinburgh Speech Therapy?

All paper files are stored in locked filing cabinets and all computers, external hard drives and email accounts are password protected. The external hard drive used to store back-up copies of electronic documents such as reports is offline and password protected. Electronic copies of reports & programs for specific clients are deleted once the case is closed as paper copies are included in the file.

Can I make a complaint if I have concerns about the way Edinburgh Speech Therapy handles my data?

Yes you can. If you have concerns about how your data is being handled by Edinburgh Speech Therapy, you are welcome to contact us directly in writing Meave Dillon Speech & Language Therapist, 10 Baberton Mains Park, EH14 3DX., phone :07967815246, email: mdillon@edinburghspeechtherapy.co.uk. If we cannot resolve your concern, you also have the right to pass your concerns on to the Information Commissioner's Office via the website at <https://ico.org.uk/global/contact-us/> or at the following contact Information Commissioner's Office, 45 Melville Street, Edinburgh, EH3 7HL, Tel: 0303 123 1115, email: scotland@ico.org.uk

Please ensure you have completed the Acknowledgement of Terms and conditions form on the website.