



## Terms and Conditions

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In this document the terms 'I', 'myself' and 'Therapist' refer to Madeleine Ashton, Speech and Language Therapist, Voice Box – Bristol Speech Therapy. The term 'client' refers to the person signing this agreement or signing on behalf of the client (if the client is a child).

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### NATURE OF BUSINESS

I am a qualified speech and language with HCPC registration, membership of the Royal College of Speech and Language Therapists (RCSLT) and Association of Speech and Language Therapists in Independent Practice (ASLTIP). I am also registered with the Information Commissioners Office (ICO), who are responsible for monitoring businesses that manage people's data. I have professional indemnity insurance as provided by the RCSLT.

The main aim of Voice Box – Bristol Speech Therapy is to provide professional assessment, support, therapy and intervention to adults and children who have difficulties with their voice (dysphonia). I also provide the same for swallowing (dysphagia) and laryngeal dysfunction breathing (ILO/EILO), in some circumstances (as defined in initial consultation with myself). Please note that the aim of therapy is usually not curative but to improve and/or maximise function and to help the client to understand and/or accept the problem.

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## WORKING HOURS

My working hours are Fridays, 9.00 – 14.00, Saturdays 9.00 – 17.00 and Sundays 9.00 – 17.00. I can be contacted outside of these times by phone or email. If I am contacted on non-working days a voicemail can be left but I may not respond until the next specified working day. My working hours are subject to change and clients will be notified of any changes via my website [www.voiceboxbristol.com](http://www.voiceboxbristol.com)

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## FEES AND SERVICES

Any client requires an initial assessment session before embarking on a programme of therapy, even if a previous speech and language therapy session has been carried out.

### *Initial assessment appointments: £80*

These sessions usually last for 1 hour. At the end of the session I will discuss with the client regarding the best next course of action and suggest a timeframe for therapy. This timeframe is subject to change depending on the client's progress, as per ongoing review by myself.

Initial assessment of voice disorders will usually involve recording of the client's voice. This will be done and saved anonymously. Please refer to the consent information below.

This fee includes an assessment report, which will include subjective and objective assessment results (as available) and goals for therapy, which will be agreed with the client.

### *Therapy sessions: £70 for 1 hour, £50 for 30 minutes.*

Therapy sessions will involve commitment from the client to practice at home any strategies, tools or exercises learnt during the session. Written instructions will be provided to the client via email.

It is possible for the client to request a laryngeal manual therapy only session, which will be charged at the 30 minute fee. I will inform the client if I feel that this therapy is inappropriate for them or they would benefit from a different approach.

### *Online sessions:*

Online therapy sessions may be appropriate but the offer of these is subject to a face to face discussion in the initial assessment session. They will be delivered

over MS Teams or Zoom and charged at the same rates as stated above. If therapy sessions are online I will deliver these from my home.

#### *Additional reports/letters:*

These can be requested at any time and will be charged at a flat fee of £50 per item.

#### *Telephone discussions:*

An initial telephone discussion is free and serves the purpose of deciding if the client requires further sessions. Any detailed discussions between myself and the client beyond this need to be booked as face to face or online appointments, charged as above.

#### *Discharge from service:*

This will be discussed with the client from the outset of therapy, but ultimately I will decide when it is appropriate for a client to be discharged from my service. This can be for reasons including; resolution of the problem, completion of goals, the problem is maintained at an acceptable level, onward referral, completion of a proposed block of therapy.

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## LOCATION AND TRAVEL

Appointments will usually be offered at my rooms at Bristol Natural Health Service, 407 Gloucester Road, Bristol BS7 8TS.

I may be able to accommodate some travel, within the Bristol area. Examples of this include joint appointments with medical practitioners or other healthcare professionals, or sessions that need to be within a particular environment e.g. a theatre or sporting ground. My ability to do this will be assessed on an individual client basis.

I do not charge mileage, but travel to sessions incurs an additional time cost also covering any parking fee, which is a set fee of £100.

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## PAYMENT

Payment forms accepted include cash (on the day of the appointment) or online bank transfer (preferably to be paid on the day of the session). Bank details will be provided after the session by invoice. If payment has not been

received after one week, I reserve the right to remind the client by email/phone/text on a weekly basis until payment has been received.

Private Medical Insurance: I am a registered provider with a number of insurance companies – please discuss with me at time of booking.

If you hold Private Medical Insurance (PMI), please check the reimbursement level that will be available to you from your relevant provider for the therapy. If your PMI reimbursement does not cover the fee in full, you must pay the difference between the fee and the PMI reimbursement.

It is the client's responsibility to get authorisation from their PMI provider prior to commencing any sessions. Prior to the first session, please inform me of your PMI's Authorisation Code and of the limits to the funding available. I will request payment from your PMI provider directly.

I will issue a receipt of payment via email after the session or once received from the PMI provider.

Session rates are regularly reviewed and may be subject to change at any time.

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## CANCELLATION

If a session is cancelled by a client with at least 24 hours notice, then no fee will be charged. If a session is cancelled by a client or parent/guardian with less than 24 hours notice, the full fee of the session may be charged.

In circumstances where I need to cancel a session, I will aim to give the client at least 24 hours notice and no fee will be charged.

The therapist reserves the right to terminate services at any time.

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## LIAISING WITH OTHER PROFESSIONALS

Attending an appointment means that the client has consented to the sharing of information with other professionals. This will only be undertaken where necessary e.g. joint working, sharing information with an NHS professional or onward referral. Any sharing of information will be discussed with the client prior to sharing.

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## CONCERNS/COMPLAINTS

If you have any concerns, please direct them to me in the first instance and hopefully we can resolve any issues together. If however, you do not feel this is the case, and you wish to instigate a formal complaint, then you can contact the Health and Care Professions Council for further advice.

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## USE OF VIDEO/AUDIO RECORDINGS

Some assessment and therapy techniques involve the use of video and/or audio recordings of you or your child. Recording will be discussed with you during the session, but by attending the appointment, you consent to this being done. Any recordings will be stored securely (password protected device) and anonymously in line with the requirements of the Information Commissioner's Office (ICO).

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## DATA PROTECTION/PRIVACY POLICY

The 'Privacy Policy' document below sets out Voice Box Bristol Speech Therapy's policy in relation to the holding and using of information about you and/or your child which may be obtained from you or other sources during your treatment. This is in line with the Data Protection Act 2018 and the GDPR 2018. Please read it below.

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## DECLARATION

BY ATTENDING AN APPOINTMENT I consent to Madeleine Ashton, Speech and Language Therapist, sharing relevant verbal and written information about myself or my child with appropriate professionals. This includes the use of emails.

I consent to my email address and telephone number being used to contact me and share relevant documents.

I consent to myself/my child being videoed/audio recorded as necessary

I have read and understood the attached Privacy Policy & consent to Madeleine Ashton processing my and my child's information in this manner and for the purposes stated in the policy. **I also agree to all the terms and conditions in this document.**

A handwritten signature in black ink, appearing to read 'MA' followed by a stylized surname.

Madeleine Ashton, Speech and Language Therapist, Voice Box - Bristol Speech Therapy.

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# Privacy Policy

This should be read in conjunction with the terms and conditions. I value your privacy and are committed to protecting your personal information.

## Who am I?

Voice Box – Bristol Speech Therapy is owned and run by Madeleine Ashton, Speech and Language Therapist. Madeleine is self-employed in this capacity and also works separately as a speech and language therapist for the NHS. Madeleine is a registered data controller with the Information Commissioners Office (ICO). Madeleine controls and processes all personal information for Voice Box – Bristol Speech Therapy. Madeleine operates a website at [www.voiceboxbristol.com](http://www.voiceboxbristol.com).

Voice Box – Bristol Speech Therapy does not employ agents to process personal data. We do not give or sell client details to any third parties. We only collect data relevant to our role and for accounting purposes.

## What is the lawful basis for processing personal information?

Our lawful basis for processing and storing personal information is one of ‘legitimate interest’ under article 6 of the General Data Protection Regulation (GDPR) 2018. We cannot adequately deliver a service without processing some personal data.

Information relating to an individual’s health is classified as ‘Special Category Data’ under section 9 of the GDPR. The regulations stipulate that health professionals who are “legally bound to professional secrecy” may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that personal information is stored and processed.

## What kinds of personal information will be collected? And how will it be collected?

Some examples of personal information follow, which may be collected via spoken or written (including email) sources. With consent this information may also be collected from other professionals working with you or your child (e.g. teachers, NHS Speech and Language Therapists, GPs and medical consultants, Psychologists):

- Case history taking including demographic information, social and medical history.
- Details of relevant previous intervention by healthcare professionals.
- Video/audio recordings of parent and/or child for assessment and therapy purposes.

You may use the Voice Box – Bristol Speech Therapy website without providing any personal information. However, if you wish to make an enquiry via the website you will be requested to provide relevant contact details, such as your name, email address and contact telephone number to enable us to respond to your enquiry. You may add comments or queries which might also contain personal information.

### **How is personal information used?**

Personal information is used to:

- Plan and provide speech and language therapy services appropriate for you or your child's needs.
- Communicate with clients and other professionals where consent has been given, via post, email, phone, SMS for activities such as: booking appointments, sending documents, invoices and resources and general communication relevant to the client and setting.
- Completion of required audits
- Communicate with others if this is required by the law (e.g. safeguarding concerns). This is the only time personal information will be shared with relevant professionals without permission from parents/carers.

Recordings will be anonymised as much as possible.

### **How does Voice Box – Bristol Speech Therapy store personal information?**

We store personal information in electronic formats. Electronic information is held on a password-protected computer and/or hard drive. Any paper information is kept in a lockable filing cabinet. Any communication via mobile phone is stored anonymously and deleted on discharge of the client.

The Regulation does not set out any specific minimum or maximum periods for retaining personal data. Instead, it says that: Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. See this link: <https://ico.org.uk/for-organisations/guide-to-data-protection/principle-5-retention/>.

In accordance with our professional healthcare standards (e.g. NHS) we are required to keep records securely for 7 years after discharge for an adult or until a child's 25th birthday. After this time all records will be destroyed.

## How does Voice Box – Bristol Speech Therapy keep personal information confidential and secure?

- By using password protected documents and hard drives.
- By using virus software.
- By keeping up to date with information from ICO and other relevant organisations.
- By locking up information when it is not in use and storing the key for filing cabinets in a hidden location.
- By completing audits as required.
- By reviewing and updating policies.

## What are my rights?

- Your rights are set out in full in the GDPR (2018) information with the ICO.
- You have the right to withdraw consent/permission at any time and to ask for a record to be amended if the data is inaccurate e.g. changing a home address. However, because information is processed on the legal basis of 'legitimate interest', it is not possible to request erasure of personal information.
- You have the right to request a copy of the personal information that is held about you and your child. This request should be made in writing. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt.
- If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk)

## Who should we contact for further information/questions?

You can contact Madeleine Ashton by:

Email: [voiceboxbristol@gmail.com](mailto:voiceboxbristol@gmail.com)

Telephone: 07756153596