



Dr Cherilyn Lewis, DClinPsy., CPsychol., QiCN Consultant Clinical Neuropsychologist Terms & Conditions

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Dr Cherilyn Lewis, henceforth known as 'The Clinical Neuropsychologist'.

1. Professional standards of practice

1.1 The Clinical Neuropsychologist is registered with the Health and Care Professions Council – HCPC registration number is PYL26652 - and must comply with a range of standards of conduct, performance and ethics in order to maintain their practicing registration <http://www.hpc-uk.org>

1.2 The Clinical Neuropsychologist is chartered by the British Psychological Society (BPS) (<https://www.bps.org.uk/lists/cpsychol>) and abides by their recently updated code of Ethics (<https://www.bps.org.uk/news-and-policy/bps-code-ethics-and-conduct>) which focuses on four primary ethical principles:

- respect
- competence
- responsibility
- integrity

1.3 The Clinical Neuropsychologist is a member of the BPS' Division of Neuropsychology and has completed the specialist post-doctorate Qualification in Clinical Neuropsychology (QiCN), which confers eligibility to be entered into the Specialist Register of Clinical Neuropsychologists (SRCN).

2. Confidentiality

2.1 The Clinical Neuropsychologist respects the boundaries of confidentiality and will not disclose your information to a third party unless legally bound to do so, for example, in the

case of child protection or unlawful acts. She may also disclose your information if there is reason to believe that you present a significant risk of harm to yourself or others. In such cases, she will seek to gain your consent first but there may be situations where this may not be possible or expedient.

2.2 The Clinical Neuropsychologist will keep all personal information securely and is registered as a data controller with the UK Information Commissioner's Office (ICO), registration number ZB364172. <https://ico.org.uk>

2.4 The Clinical Neuropsychologist will only pass on your information to a third party (usually as a report) when requested to do so and will enlist your agreement to do this. It is best practice to write to your GP in order to inform and involve them with your ongoing treatment plan.

2.5 The Clinical Neuropsychologist will endeavour to collaborate with you on reports written to third parties in order to promote transparency and honesty through the therapy process. If specific information is not to be disclosed in the report you must make this clear before the report is written.

3. Finance

These terms and conditions explain how the Clinical Neuropsychologist works, the applicable charges for the services offered and cancellation / disengagement fees applicable if they are not taken up.

3.1 Payment for each consultation should be made at least 24 hours in advance of the appointment by bank transfer to Dr C Lewis, Mettle Bank account 63900827 Sort code: 04-03-33. Failure to do so can lead to your session slot being allocated to another patient. Please use your last name and date of contact as the reference so that the payment can be easily identified.

3.3 Where funding is via a case manager or solicitor, fees will be invoiced on either a single treatment basis in the case of a neuropsychological needs assessment, expert witness work, or one-off neuropsychological (cognitive) assessment or on a monthly basis in the case of psychological therapy or a pre-agreed treatment package of cognitive rehabilitation.

3.4 Where invoices are submitted by the Clinical Neuropsychologist, they must be paid within the date specified.

3.5 Private healthcare funding is not accepted at this time.

4. Fees

Fees vary according to the type of service required and whether the appointment is online, in person at a consulting room (location to be mutually agreed between the client and the Clinical Neuropsychologist) or at the patient's home.

The Clinical Neuropsychologist will confirm in writing the fee for your treatment, either as a per-session fee or a fee for a treatment package.

Home visits will be charged at the basic rate but will incur additional travel costs of 50% of the basic session rate.

Please note that all neuropsychological and capacity assessments must be carried out face-to-face and cannot be conducted online.

4.1 Fees by type of neuropsychology services

Neurorehabilitation sessions including but not limited to:

- review of neurological and therapeutic reports
- psychoeducation about diagnosis
- cognitive aids
- behaviour management
- anger management
- goal-setting
- insight raising
- carer support

Psychological therapy for conditions including but not limited to:

- adjustment in the context of acute brain injury or progressive neurological condition
- non-epileptic attack disorder
- post-injury trauma symptoms
- carer burden and stress

Sessions last up to 50 minutes; session fee starts from £150 per hour for online sessions. In-person sessions will attract a higher cost estimate.

Cognitive rehabilitation sessions including but not limited to:

- cognitive aids using compensatory strategies
- insight raising
- psychoeducation on brain injury and management strategies
- management of behaviours that challenge
- fatigue and sleep management

Sessions last up to 50 minutes; session fee starts from £160 per hour for in-person sessions. Cognitive rehabilitation is most effectively delivered face-to-face and some sessions are ideally completed in the client's home environment.

Neuropsychological needs assessment for case management to include:

- Comprehensive educational, developmental, social, and occupational history
- Clinical interview to include current psychological, cognitive, and behavioural issues
- Review of pre-session questionnaires
- Full report to include treatment recommendations and costings

In-person consultation only: starting from £960 plus travel (charged at £80/hour), mileage or travel costs as applicable, admin time including reading of documents, telephone and email communication, and room hire where applicable. Cost estimate is based on a 6-hour package with 2-hour face-to-face interview and 4-hour report writing. Particularly complex cases may attract a higher cost estimate.

Neuropsychological assessment to include:

- Comprehensive educational, developmental, social, and occupational history
- Clinical interview
- Review of pre-session questionnaires
- Licensed administration, scoring, analysis, and interpretation of standardised neuropsychological tests
- Full report of results for the purposes of referrals and / or recommendations to other neurological, neuropsychological, or neurorehabilitation providers
- Summary report for patient or client and family to include recommendations and cognitive strategies where applicable

In-person consultation only: starting from £1600 plus travel (charged at £80/hour), mileage or travel costs as applicable, admin time including reading of documents, telephone and email communication, and room hire where applicable travel. Cost estimate is based on a 10-hour package with 3 to 4 hours face-to-face clinical interview and cognitive testing, and

remaining 6-7 hours scoring and analysing results and report writing. Particularly complex cases may attract a higher cost estimate.

Vocational rehabilitation to include:

- Neuropsychological assessment as above
- Report for employer and / or employer's insurance
- Summary of recommended reasonable adjustments
- Statements for the purposes of medical retirement, if required
- Advice about employee disability rights under the Equality Act 2010
- Liaison with employer and / or employer's insurance over telephone or email

Package: cost of neuropsychological assessment package as above plus £160 per hour liaison with employer, employer's insurance, and / or pension company.

Mental capacity assessments to include:

- Capacity to appoint a Lasting Power of Attorney for Property and Finance and / or for Health and Welfare
- Capacity to agree to or to refuse neurorehabilitation treatment and care
- Capacity to decide on residential or home placements
- Testamentary capacity

All capacity assessments must be carried out in person and will include the use of bespoke aids to support clients with communication and / or cognitive impairments.

In-person consultation only: please contact for bespoke package.

Expert witness assessment for medico-legal cases

- Civil law Personal injury and medical negligence cases for claimant and defendant
- Mental capacity assessments

Please contact for separate Terms and Conditions for expert witness work.

4.2 Fees will be reviewed on the 1st January every year and will be increased by no more than 10% annually, calculated based on any reasonable increase in our costs. The Clinical Neuropsychologist will endeavour to give at least one calendar months' notice of any fee increases.

5 Engagement of services

5.1 Following acceptance of your case referral, if you decide to cancel your first appointment and disengage from the service being offered, an administration charge of £35.00 will apply & will be due for payment within 7 days.

5.2 The Patient or client is paying for the agreed time with the Clinical Neuropsychologist and at the agreed location (physical or online). It is the Patient's responsibility to attend the session on time.

5.3 The Patient or client agrees to provide the Clinical Neuropsychologist with all pre-session written work such as questionnaires (if applicable) as appropriate within the requested timeframe 24 hours prior to the booked session.

5.4 Lateness: No refund will be given for any late arrival at the session under any circumstances. This includes emergency or unforeseen circumstances out of the Patient's immediate control, as the 48-hour cancellation policy will still apply.

5.5 If the Patient or client arrives late, an extension of the agreed time or rescheduling the session will not be offered.

5.6 The Clinical Neuropsychologist is not required under any circumstances to go beyond the arranged session finishing time. The session will be terminated at the end of the arranged time even if the Patient or client has not reached his/her desired outcome.

5.7 The Clinical Neuropsychologist will use reasonable care and skill in providing the service that the Patient or client chooses. Patients are different and so is every therapy session. There are no guarantees of successful outcomes.

6. Cancellations

6.1 Cancellations for appointments made with more than 48 hours (i.e. 2 working days) notice will not attract cancellation fees.

6.2 Any cancellations made by the Patient or client with less than 48 hours' notice for whatever reason will be charged at full rate.

6.3 Any failure to attend without notice ('no shows') will be charged at the full rate plus travel, room hire, and admin costs as applicable.

6.4 If the Clinical Neuropsychologist cancels within 12 hours for reasons of illness or emergency, no fee will be payable by the patient or client.

7. Email and Telephone Policy

7.1 If necessary, the Clinical Neuropsychologist can receive email communication from the Patient or client or from a third party (for example, Neurologists or Allied Health Professionals) in the form of confidential reports and letters, and/or additional information. However, reviewing the content of such documents will attract an agreed hourly fee and will be added to your next invoice. Telephone calls with other health professionals or relevant third parties will also attract an agreed hourly fee.

7.2 The Clinical Neuropsychologist is unable to provide a crisis service to patients or clients. If you require urgent help, please contact your GP or emergency services.

7.3 The Clinical Neuropsychologist will aim to return calls/emails within three working days, except when on annual leave or during ill health.

7.4 It is important to be aware that communications of a clinical nature and especially clinical decision-making will not be encouraged or engaged in by your Clinical Neuropsychologist via email and telephone. In our experience clinical conversations are best communicated, understood and processed face to face or online during your scheduled appointment time.

8. Prior to your initial appointment

Prior to your first appointment the Clinical Neuropsychologist may send you questionnaires to more fully understand the background to your current concerns. Please complete these questionnaires and return by email at least 24 hours prior to your first appointment.

9. Health and Safety

The Clinical Neuropsychologist will take the utmost care and due diligence when working with patients and clients whether this be in their homes, schools or clinic based settings. In any business or clinic setting, the Clinical Neuropsychologist will adhere to all the health and safety regulations that are applied to the building and organisation.

10. Complaints

It is hoped that you will not have any cause to complain about the service you receive but if you do have a concern please put it in writing to the Clinical Neuropsychologist at your

earliest convenience. Alternatively you can make a complaint via the British Psychological Society or Health and Care Professions Council, Professional Registration Bodies websites.