

Terms and Conditions of Service

Rachel Barton, Paediatric Speech and Language Therapy
Royal College of Speech and Language Therapists Membership no.
RC0014757

Health and Care Professions Council (HCPC) Registration no. SL08743

Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read these terms and conditions carefully. By signing the consent form for my child to be seen by Rachel Barton, Paediatric Speech and Language Therapy, I agree to these terms.

TREATMENT

Initial Assessment

Initial consultations typically include assessment but may also involve observation, discussion and reading of reports from other professionals. Following initial consultation, written reports give brief details of the assessment and therapeutic aims. An initial consultation usually lasts approximately one hour. The fee also includes time planning for the assessment, material preparation and completion of the report, as well as the direct consultation time.

Accurate diagnosis is essential for planning appropriate therapy. Formal assessments are standardised and objective. Informal assessments may also be used for younger and bilingual children. My findings may differ from the expectations of parents or carers. I may not tell you anything new. Therapy is usually effective but cannot be guaranteed.

Standard Therapy Session

A standard therapy session lasts 30 minutes. This is the time spent with the child and parent/teacher. The fee also includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals. It is often difficult to estimate the exact number of sessions of therapy that will be necessary. It is my usual practice to offer a pre-agreed number of treatment sessions, with an opportunity to review management options with you at the end of that period. Parents are free to withdraw a child from therapy at any time. Equally, if I feel that therapy is at any time not being effective, I will discuss this with you and may recommend that we stop.

Attendance at Case Conferences, Multi-Disciplinary Meetings and Other Related Discussions

This is offered in discussion with parents. The fee includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals.

School Visits

School visits are only made with parental agreement. Consent to see a child in school is given on the declaration form. Initial consultation at school typically involves formal and informal assessments, but may also include classroom observation, discussion with teacher/key worker and meeting with parents.

Therapy undertaken in school on a regular basis is charged at the standard rate, plus a travel premium. Where home activities are provided, it is the responsibility of the parents/carers to ensure that therapy materials are returned on the appropriate day, and to inform me if their child will be absent from school.

Parents/carers are encouraged to attend school-based sessions by arrangement with the school and myself. They may also telephone me to discuss progress and/or any concerns or queries they may have.

Training

Talks, workshops and training sessions for groups of parents and professionals can be arranged. Fees include preparation of materials, planning and materials given to staff, as well as the time allocated for the session.

Travel

Travel for domiciliary, school and other visits away from my home clinic base is charged in addition to session fees.

ASSOCIATES

Assessment, therapy, liaison with other professionals, report writing and provision of information and resources to school, along with any additional clinical work, may be provided by either Rachel Barton or an Associate in the practice.

The main lead for payment, cancellations and any administration or organisational queries is Rachel Barton.

LIAISON

It is important for your child's care that liaison with other professionals involved with their learning and development is carried out.

Where parents or carers have initiated the referral directly, all reports will be sent to them in the first instance. Following their consent, reports will then be distributed to all named professionals in the cc list, unless otherwise stated.

Where the service has been commissioned by a school or setting, the school acts as the commissioning body and the gateway between the therapist and the family. Reports will be provided to the school, and the school is responsible for sharing them with parents, carers and other relevant professionals.

In all cases, I strongly recommend that everyone involved in a child's care and development is kept informed. My professional standards require good liaison and it is good practice, where both an independent and an NHS therapist are involved, for them to work collaboratively to maximise opportunities for effective therapy. I am always happy to discuss this policy and any related concerns with parents.

REPORTS, PROGRAMMES AND RESOURCES

Reports and programmes can be supplied to you on your request.

Unless expressly included in the session fee or otherwise agreed, an additional fee calculated by reference to hourly rates will be charged for writing reports and/or programmes.

Reports and programmes can be shared by you with other professionals as you choose.

Reports and/or programmes will be sent to you by email.

Unless otherwise agreed, the cost of any resources provided to you is included in the session fees.

SAFEGUARDING

I regularly renew my DBS. Service users may see my DBS enhanced disclosure at any time.

In the event of a safeguarding concern where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Children Act 2004 and the statutory guidance Working Together to Safeguard Children (2026).

Full details of how safeguarding concerns are managed are set out in my Safeguarding Policy, a copy of which is available on request.

WORKING HOURS

I work term time only and can be contacted by phone or email.

USE OF VIDEO

Some assessment and therapy techniques involve the use of video to record your child playing with you.

Videos are temporarily stored on an encrypted, password-protected tablet. Once the video has been used as required in therapy it will be deleted. No copies will be retained.

FEES AND PAYMENT INFORMATION

Payment Terms

Fees for initial consultations, reviews with report and detailed assessments should be paid on the day of assessment/therapy. An invoice can be provided at your request.

A non-refundable deposit of 20% of the assessment fee is required at the time of booking to secure the appointment. A payment date will be stated in the initial booking email.

Therapy session fees are to be paid immediately at the end of the session.

A 5% discount is offered for advance payment of 6 sessions. This requires payment within 7 days of the invoice being sent by email. If payment is not received within 7 days, the standard sessional rate will apply.

Receipts for payment will only be provided at the client's request.

Parents/carers using private health insurance are responsible for settling the invoice and then claiming from their insurer. It is advisable to check the level and nature of your cover with the insurer before agreeing to therapy.

Cheques should be made payable to 'Rachel Barton'.

Bank transfer can be made to Lloyds Bank, Mrs Rachel E Barton, account number 01138866, sort code 30-15-52. Please use your child's name as the payment reference.

Non-Payment

The following process will apply in the event of non-payment:

1. I will contact you to advise that payment is overdue.
2. If an invoice remains unpaid 7 days after the reminder, you will receive written notice that therapy is suspended pending payment in full.
3. If payment is not received within 7 days of therapy being suspended, I reserve the right to refer the matter to a solicitor and to commence legal action.

CANCELLATION POLICY

If I need to cancel an appointment, I will let you know as soon as possible and reschedule.

I understand that there may be situations which mean you need to cancel an appointment at short notice. Please give a minimum of 24 hours' notice of cancellation by email, text or phone call. Sessions cancelled with less than 24 hours' notice will be charged, to cover costs for preparation time, lost session time and materials.

NON-ATTENDANCE

The full session fee will apply in the event of non-attendance. Non-attendance includes your child not being at school or preschool when I attend an arranged visit. It is your responsibility to inform me if your child is not going to be present.

FEE CHANGES

Fees are subject to annual review from 1 April each year. Existing clients will be given notice of any changes in fees a month in advance.

DATA PROTECTION

For further information and full details please refer to my Privacy Policy at www.rachelbarton.co.uk. A paper copy can be requested at any time.

Rachel Barton, Paediatric Speech and Language Therapy is registered with the Information Commissioner's Office (ICO) as the Data Controller responsible for all personal data relating to service users, families and schools held within the practice.

All client details, case notes and correspondence will be stored securely and treated confidentially in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data will not be shared with any third party without your prior consent, except where required by law or safeguarding obligations.

Information is stored on a secure cloud-based system called WriteUp. Reports and programmes may be temporarily stored on a password-protected computer. An encrypted backup hard drive is also stored securely. Any paper-based confidential information is stored securely in accordance with the UK GDPR and the Data Protection Act 2018.

In accordance with RCSLT professional standards, all records will be kept securely until your child's 25th birthday, or their 26th birthday if they were aged 17 at the time of treatment. After this time, all records will be securely destroyed.

In the event of an actual or suspected data breach involving your child's personal data, I will notify you promptly and take all necessary steps to meet my legal reporting obligations to the ICO.

You may apply in writing to access an electronic copy of your child's notes or to request correction of any inaccuracies. These requests will be dealt with within 30 days.

ELECTRONIC COMMUNICATION

Email is not a fully secure method of communication. By agreeing to these terms, you consent to email being used for correspondence, including sending letters, reports and other documents.

Outgoing emails containing documents are sent via a secure system and documents will be password protected and saved in Portable Document Format (PDF). Please be aware that emails you send to me are also subject to this limitation.

Correspondence via email to other professionals will be copied to you where relevant to your child's care.

I will refer to your child in emails by their initials or first name only.

I aim to respond to emails within two working days during term time.

COMPLAINTS

In the unlikely event that you are not satisfied with my service, please contact me in the first instance. I will make every effort to resolve the matter through discussion.

Full details of how complaints are managed are set out in my Complaints Policy, a copy of which is available on request.