

# Counselling and Psychotherapy Agreement

*This document contains information about the service I offer in two sections. The first section covers practical aspects and the second gives a brief introduction to the person-centred approach and what to expect from your sessions. Please let me know if you have any questions.*

## Practical

### The therapist: Michael Neath

- Qualification to practice: MA in Clinical Counselling, University of Chester
- Professional membership: Registered member of the British Association for Counselling and Psychotherapy (BACP)
- Insurer: Holistic Insurance Services
- DBS (CRB) checked

### Contact details

Email: [info@michaelneath.com](mailto:info@michaelneath.com)  
Phone: 07746 182178  
Office address: Sidney House, School Gardens, Shrewsbury SY1 2AJ

I check for messages weekdays (9am to 5pm) and Saturday mornings, except for national holidays and annual leave. I aim to respond within one working day.

### Sessions

My working hours are 9am to 4pm, Monday to Friday, and Wednesday evenings 5.30pm to 8.30pm. I work with clients on a weekly or fortnightly basis, according to their preference. Therapy is open-ended and will generally be offered until you feel you wish to finish.

I'll offer a consistent day and time for your sessions. If other commitments make this impractical for you, I'll try to accommodate your schedule so we can meet regularly. Your sessions can be in person or by phone or video call, and we can change between these methods whenever you like.

### Fees and Payment

The fee for a fifty-minute session is £50 (subject to annual review). In person, I'll take payment by card or contactless device. For remote sessions, I'll send an invoice by email with a link to make payment. I ask for payment within 24 hours.

I work with a number of clients at a lower rate of £35 per session. This is for clients who are on a lower income and is by arrangement only, so please let me know in advance if this is your situation.

### Cancellations, rescheduling and missed sessions

I ask for 24 hours' notice to cancel or reschedule a booked session. Without 24 hours' notice, a booked session will be payable at the full fee. For this purpose, please email or text me, using the contact details above.

If I become unavailable for a booked session, I will give you as much notice as I can.

## Confidentiality

As therapy often involves the sharing personal information, our work together is confidential, with the following exceptions. There are legal requirements of me that mean certain information would have to be passed on, including information related to serious crime. Additionally, if I believe that there is serious risk of harm to you or another person, I may make professional contact. Where possible, I will discuss this with you first.

I discuss my work with my supervisor and colleagues, to monitor and improve my practice. In all professional discussions of my work, I maintain confidentiality by withholding identifying information.

## Recordkeeping and GDPR

I keep brief notes of each session to assist with my work. Notes are kept electronically and are encrypted and password protected. Your personal and contact information are also kept electronically and securely, for the purpose of contacting you and providing this service. Your signed copy of this agreement will be kept in a locked filing cabinet, in a locked office.

All electronic and paper copies of your data will be destroyed six years after the end of our work together.

## Questions, concerns and complaints

Please feel free to ask me any questions about this document and anything relating to your therapy. Similarly, concerns and complaints may be raised with me, giving us the opportunity to discuss them. The BACP ([www.bacp.org](http://www.bacp.org)), my professional body, offers information, answers questions from the public, and investigates any complaints about members. I work to the BACP's *Ethical Framework* (available online for reference).

## Therapy

I follow the Person-Centred Approach to counselling and psychotherapy, one of the main approaches taught and practiced in the UK. It's an approach developed by psychologists carrying out extensive research into what was helpful in a clinical setting to people in emotional distress.

The research showed that when a client explores their issues with a therapist who is honest, empathic, values them as a person and does not judge them, then therapeutic growth follows. For clients, this brings relief from anxiety, depression, and unwanted anger; greater clarity; greater awareness of wants and needs; better relating to others; and improved self-confidence. The therapeutic relationship can provide the safety to address past trauma and to accompany grieving.

### “What happens in a session?”

We'll talk about anything you want to talk about, whether it's something that feels pressing and important, something that's just been on your mind, or something that comes to mind in the moment. Sometimes it may be clear to you what you want to bring and at other times you may not feel sure. I'll ask questions as we go and make sure I understand, as fully as I can, how things feel for you.

**Third-party funding** If someone else is paying for your sessions, please give their name and email address here. They will be contacted only with information relevant to payment.

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*I confirm that I have read, understood, and agree to the above.*

Name *(please print)*

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Signature

Date

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## Your details

Surname

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Forename(s)

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Date of birth

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Address

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Post code

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Telephone

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Email

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Contact by

Email

SMS

Phone

*Please tick all that apply*

Would you like to receive calendar invitations by email for your sessions?

Yes

No

How did you hear about me (e.g., friend, doctor, internet search)?

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