

TERMS AND CONDITIONS

These Terms and Conditions apply to all services provided by Amy Wallace Speech and Language Therapy, including assessment, therapy, consultation, training, supervision, professional advice and report writing for children, young people, families, schools, educational settings, local authorities and other organisations.

These Terms and Conditions are designed to ensure services are delivered professionally, transparently and in accordance with the standards expected of a registered Speech and Language Therapist.

Amy Wallace reserves the right to update these Terms and Conditions at any time. Clients will be notified of any significant changes.

1. Initial Contact

Initial contact can be via email or telephone. This is an opportunity to discuss your concerns regarding your child's communication and determine the appropriate next steps and whether Speech and Language Therapy and/or assessment is appropriate.

This one-off contact is free of charge for the first 20 minutes.

2. Initial Assessment

Every child or young person requires an assessment before therapy begins to ensure that recommendations and intervention are appropriately tailored to their individual needs. Assessments may take place in clinic, at home, within an educational setting or another agreed location.

Assessment fees generally range from £225–£550, depending on the complexity of the assessment, the amount of formal assessment required, liaison with other professionals and the level of reporting needed.

Following the initial consultation, a personalised quotation will be provided before the assessment is booked.

Assessment may include:

- Parent/carer interview and developmental history
- Review of previous reports
- Informal assessment
- Formal assessment where appropriate
- Verbal feedback
- A written summary report with recommendations

Some children require more comprehensive assessment involving:

- Extended formal assessment
- Multiple assessment sessions
- School or nursery observations
- Liaison with professionals
- Review of historical documentation
- More detailed analysis and reporting

Where additional assessment time is recommended, this will always be discussed and agreed before any further work is undertaken.

Where a comprehensive report (for example, to support an EHCP needs assessment or specialist referral) is required, this will be quoted separately depending on the complexity and time involved.

3. Therapy

Therapy will only commence following assessment unless otherwise agreed. The frequency and duration of therapy will be agreed collaboratively with the client (parent/carer or commissioning organisation) and reviewed regularly according to progress.

Sessions in the Honiton Clinic can be either 45 minutes (£60) or 60 minutes (£80) and this will be discussed and agreed with the parent/carer at the time of scheduling.

The session fee includes therapy planning, direct work with the child or young person, liaison during the session and clinical note writing.

Therapy can take place:

- in clinic
- at home
- within nursery or school
- online where clinically appropriate

Where travel is required, sessions will be a minimum of 60 minutes long.

A child's progress in therapy is measured and monitored, and if progress is slow or a child is not responding, parents/carers will be included in discussions around 'next steps'.

Certain therapy approaches require the use of video recordings. Where video is used for clinical purposes, recordings will be stored securely in accordance with UK GDPR and deleted when no longer clinically required.

4. Other Services

Additional services are charged at the current hourly rate and include:

- Therapy programmes
- Resources
- Communication Passports
- Setting up and adapting AAC devices and resources
- Staff training
- Attendance at meetings
- Professional liaison
- Written advice
- Consultation
- Supervision
- Report writing not included within an assessment

These services will always be discussed and agreed before work is undertaken.

5. Fees and Payment

Fees for Initial Assessments should be paid within 14 days on receipt of the invoice. The report will be provided within 2 weeks once payment has been made.

Fees for therapy sessions, reports and programmes are to be invoiced monthly and paid within 14 days.

Payment is required within 14 days of presentation of the invoice. BACS is the preferred method of payment:

Account Name: Amy Wallace Speech and Language Therapy
Sort Code: 51-61-23
Account Number: 72664304

Other methods of payment can be discussed and agreed in advance.

If a payment is missed, services will be suspended until payment is received. Clients will be contacted with a payment reminder and if payment is still not received, legal action may be commenced.

If services are paid for by private health insurance, clients are expected to pay fees and claim back through their insurance.

Fees are reviewed annually, usually in September. Clients will be given at least eight weeks' notice of any fee changes.

6. Travel

No charge will be made for the first 5 miles travelled from the clinic base (EX14 1NL).

Travel time is charged at £35 per hour, together with mileage at 47p per mile.

Travel times and distances are calculated using Google Maps.

Where significant travel time is required, any additional charges will be discussed and agreed before appointments are confirmed.

7. Cancellations and Non-attendance

If Amy Wallace Speech and Language Therapy needs to cancel an appointment, there will be no charge and an alternative appointment will be offered wherever possible.

No liability can be accepted for inconvenience or expense if unforeseen circumstances mean arrangements have to be cancelled or changed.

Clients are asked to provide at least 24 hours' notice if an appointment needs to be cancelled. This applies to individual appointments, school visits, consultations and training sessions.

Appointments cancelled with less than 24 hours' notice, or where a client is unavailable at the agreed time, will be charged at the full fee.

For appointments taking place within schools or educational settings, it is the responsibility of the school or parent/carer (as appropriate) to notify the therapist if a child is absent.

8. Reports, Letters and Professional Liaison

A summary report is included within the assessment fee.

Additional reports, letters, EHCP advice, therapy programmes, professional meetings, consultation or liaison requested outside the agreed assessment or therapy package will be charged at the current hourly rate unless otherwise agreed.

Reports are provided electronically via a secure platform. Paper copies are available on request.

Digital and AI-assisted clinical documentation

Amy Wallace Speech and Language Therapy may use secure digital or artificial intelligence-assisted tools to support clinical documentation.

These tools may assist with:

- transcription;
- organising or summarising session information;
- preparing draft clinical notes;
- preparing draft reports, letters or therapy materials.

These tools are used to support, rather than replace, professional clinical judgement.

All clinically relevant documentation produced with AI assistance is reviewed, edited and approved by the therapist before it is relied upon or entered into the clinical record.

Responsibility for all clinical records, recommendations and clinical decisions remains with the therapist.

Where appropriate, information provided to general-purpose digital or AI tools is minimised or pseudonymised, for example through the use of coded identifiers and removal of unnecessary identifying information.

Audio transcription

Secure digital or AI-assisted transcription may be used during clinical sessions to support the preparation of clinical notes. Audio transcription is optional. Declining or withdrawing agreement to audio transcription will not affect access to Speech and Language Therapy.

Where audio transcription is being used, the child, young person or parent/carer may ask for it to be stopped at any time.

Alternative methods of clinical note-taking can be used where audio transcription is not agreed.

Any transcript or AI-generated summary remains draft documentation until it has been reviewed and approved by the therapist.

9. Data Protection

Client information is stored securely in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Amy Wallace is registered with the Information Commissioner's Office (ICO) as the Data Controller for the practice. Clinical records are retained in accordance with relevant professional healthcare record-keeping guidance. Records relating to children and young people will generally be retained until the child's 25th birthday, or their 26th birthday where treatment ended when they were aged 17, unless there is an appropriate reason for them to be retained for longer.

Clients are asked to notify Amy Wallace Speech and Language Therapy promptly of any changes to their contact details so that confidential information is not sent to an outdated recipient.

Email and electronic messaging may carry confidentiality and security risks. Email addresses and telephone numbers provided to the practice may be used for routine communication relating to appointments and the provision of Speech and Language Therapy.

Further information about how personal information is collected, processed, stored and shared, including the use of digital and AI-assisted systems, is provided in the Amy Wallace Speech and Language Therapy Privacy Notice, available on the practice website or on request.

10. Sharing Information

With the child's best interests in mind, relevant information may need to be shared with other professionals involved in their care, education or support.

Such information will be treated confidentially in accordance with UK data protection legislation.

Information will normally only be shared with the informed agreement of the client or person with parental responsibility, unless there is a legal, safeguarding or other professional requirement to share information.

Only information that is relevant and appropriate will be shared.

11. Safeguarding

If there is a safeguarding concern regarding a child or young person, the therapist has a professional duty to share relevant information with appropriate agencies in accordance with current safeguarding legislation.

The therapist holds an enhanced DBS certificate which is registered with the DBS Update Service and can be viewed on request.

12. NHS Speech and Language Therapy

Amy Wallace Speech and Language Therapy welcomes collaborative working with NHS Speech and Language Therapy Services and other professionals involved in a child's care.

Clients are encouraged to inform all professionals involved to ensure coordinated support.

13. Professional Standards

Amy Wallace is registered with the Health and Care Professions Council (HCPC) and is a member of the Royal College of Speech and Language Therapists (RCSLT).

Amy Wallace practises in accordance with relevant professional standards, codes of conduct and continuing professional development requirements.

14. Complaints

If you are not happy with the service provided, please contact the therapist to discuss this at the earliest opportunity.

Should you need further assistance or wish to make a formal complaint following this, please contact the Association of Speech and Language Therapists in Independent Practice (ASLTIP) via www.asltip.com.

Concerns relating specifically to the handling of personal information can also be raised with the Information Commissioner's Office (ICO).

15. Declaration

Please confirm the following:

- ☐ I have read and understood the Terms and Conditions document.
 - ☐ I give consent for my child to be seen by Amy Wallace (Speech and Language Therapist) for the purpose of assessment and therapy.
 - ☐ I give consent for Amy Wallace to liaise with relevant professionals involved in my child's care, education or support where appropriate.
 - ☐ I understand that Amy Wallace Speech and Language Therapy will process and store confidential information relating to my child in accordance with UK data protection legislation and the Amy Wallace Speech and Language Therapy Privacy Notice.
 - ☐ I give consent for video and audio transcription to be used as part of my child's assessment and therapy.
 - ☐ I understand that email and electronic messaging may be used for routine communication relating to the service.
 - ☐ I agree to the Terms and Conditions outlined above.
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