

## **Six Degrees Talking Therapies Service Therapeutic Agreement**

### **What to expect at your initial appointment**

- Your first appointment will be an assessment to discuss your current difficulties and see how best we can support you. We will use the appointment to explore the choice of treatment options that are available, whether that is with Six Degrees or with one of our many partner agencies. If you are referred to other service we will complete the referral for you.
- You can also use this appointment to agree how you would like to receive therapy, e.g., face-to-face or over the phone and any adjustments that need to be made, e.g., documents provided in larger text.

### **Confidentiality**

Our boundaries of confidentiality have been developed to ensure your safety and the safety of those around you. There are some occasions when confidentiality cannot be guaranteed, examples of which include:

- You or others, in the opinion of the therapist, appear to be in danger or at serious risk of harm
- The therapist is required to do so by law e.g. in the event of disclosing a serious crime.
- You disclose knowledge of, or involvement in behaviours that may, in the therapist's opinion, lead to harm or neglect to children and/or vulnerable adults
- We have a responsibility to share our notes with your GP, as you are their patient.

All practitioners are required to attend regular supervision with a qualified supervisor. Any cases taken to supervision are discussed with no identifiable information and supervisors have a contractual commitment to maintain confidentiality.

Notes from your appointments will be uploaded on to the GP system at your registered practice.

If you are worried about your information being shared, or if there is something specific you do not want shared, please let us know as soon as possible.

### **Unable to attend/ late to your appointment**

- Should you need to cancel an appointment, please inform your therapist by calling the Six Degrees office and leaving a message on 0161 983 0900.

- If you cancel your appointment with less than 24 hours' notice on several occasions, we will have a discussion with you about whether therapy is right for you at this time.
- Late attendance of appointments will count towards the scheduled 30 minutes. If for any reason the practitioner is delayed, they will let you know where possible and the full 30 minutes will usually be offered.
- If you do not attend your first appointment without contacting the service beforehand, we will discharge you back to your GP and you will need to be re-referred to re-engage.

If you don't attend a subsequent appointment, we will try to contact you again, but will discharge you if you don't return our contact.

- If for any reason the practitioner is unable to conduct your appointment they, or a member of the team, will contact you by phone and/or email to let you know at the earliest possibility. Any appointments cancelled by your therapist will not affect the number of appointments initially agreed.

### **Breaks and Endings**

You will be informed in advance of any planned breaks in working together and be given as much notice as possible. Any unplanned breaks due to illness or other causes will be managed in ways to minimise inconveniencing you. This may include offering to put you in touch with other therapists.

### **What to expect once you are in treatment**

- Six Degrees offers *low-intensity CBT (or Guided Self Help)* support through either Silvercloud (*computerised CBT*), groupwork or 1:1 therapy.
- You will be offered six-eight 30 minute appointments which are usually scheduled fortnightly (or weekly if you are attending a group) and can be face-to-face, on the telephone or online.
- Your progress will be reviewed and discussed with you at regular intervals to support you to achieve your goals. You will be asked to complete two questionnaires before each appointment, which are an important part of the therapy process as they provide additional information about your difficulties and progress through treatment.

### **Between Appointment Work**

- An important part of therapy is the completion of work in-between appointments. This is so the topics you discuss in appointments can be applied to your day-to-day life, reducing the likelihood of the problems recurring in the future.

### **Additional Information**

- If you need to contact your therapist in-between appointments, please email [sixdegrees@nhs.net](mailto:sixdegrees@nhs.net) or telephone 0161 983 0900. Your therapist will try their best to contact you but please be aware this may not always be possible due to the nature of their work.
- Should you have any issues or complaints, please consider contacting your therapist in the first instance. If the issue is not resolved, please contact Six Degrees via email ([sixdegrees@nhs.net](mailto:sixdegrees@nhs.net)) or telephone (0161 983 0900).

**If you agree to these terms, please sign and return the contract below where it will be added to your notes on our system.**

**Name:**

**Signature:**

**Date:**