



Psychosexual and Relationship Therapy: Your service agreement

This leaflet explains what you can expect from your therapy and what is expected of you in return.

Confidentiality

Your health, safety and confidentiality are at the heart of our work. We offer online and face-to-face consultations. Video consultations need to be treated the same as if you were attending in the clinic. This means we can both maintain the high levels of safety, confidentiality and welfare for you. If you are attending the appointment via video, it is important to consider an appropriate safe and confidential space.

Everything you share with the therapist in the course of our work together will be treated as highly confidential. However, there are one or two limits to confidentiality, which you need to be aware of:

- The therapist may be legally or ethically obliged to break confidentiality, for example where the therapist considers your welfare or the welfare of others to be seriously at risk.
- Wherever possible, the therapist will consult with you before sharing any information.
- In the case of a disclosure concerning acts of terrorism, vulnerable adult or child protection issues, drug trafficking, or historical sexual assault (if you were under 18 years of age) confidentiality will be breached in accordance with current legislation and such disclosures will be passed onto the relevant authority without delay if there is an immediate safeguarding concern. Where there is not an immediate safeguarding concern this will be discussed with the wider multi-disciplinary team and confidentiality may be breached in accordance with current legislation and hospital guidance. We will inform you of any referrals or disclosures that we have to escalate.
- In accordance with the College of Sexual and Relationship Therapists (COSRT) codes of practice, the therapist is required to carry out continuing professional development, and to engage in regular on-going clinical supervision. This is to ensure an ethical and professional service to clients. The therapist may discuss your case in supervision but would not use any identifying details.
- Contact by email or telephone in between sessions will be limited to practical arrangements only. The therapist will not enter into telephone or email counselling.
- We are a paperless service. All notes are kept on a secure electronic patient record system.

Face to face consultations

- Please do not bring children or babies to the therapy sessions and turn off your mobile phones as this disrupts the therapy.
- No eating is allowed during the session, you may have a glass of water or hot drink with you.

Online video consultations

- **The therapy session cannot be recorded.** Please treat online sessions as you would do a consultation coming to the hospital.
- The therapist will use a room at the hospital clinic or remotely at home. There will no-one else in the room. The therapist may use a headset or earphones so your voice cannot be heard outside of the room. If there are other people around you, you may wish to consider wearing a head set or earphones. The therapist will make all efforts to guarantee maximum confidentiality during the session.
- If for any reason the connection fails, the therapist will always call you via the telephone.
- For couples you can choose to sit next to each other and access the same screen, please make sure the therapist can see you both at the same time. Alternatively, consider using different computers in different rooms.
- Please turn off your mobile phones and turn off notifications on your computers so you are not distracted. Please disable your Siri or Alexa (or any other digital voice assistants) during the sessions, as this is a security risk.
- Please do not be tempted to answer emails etc, on your computer during therapy sessions.
- For safety reasons, please do not conduct the video call whilst driving or walking. We are not able to provide Walk and Talk therapies. You may sit on a bench outside but please be aware of distractions and other people around you. We will be undertaking a full personal and sexual history
- Please log onto the meeting 5 minutes before the therapy starts to allow you time to prepare for the appointment. The therapist will start the appointment promptly on time.
- If possible, please do not conduct the video call meeting from your bedroom.
- As with face-to-face sessions, no eating is allowed during the session, you may have a glass of water or hot drink with you.
- The work to which this contract relates to is subject to the United Kingdom law. You must inform the therapist if you will not be in the United Kingdom as the law changes in different countries and the therapist may not be able to conduct the sessions when you are outside of the United Kingdom.

Self-care

It is important to give yourself some time and space after the session. Therapy uses energy and can bring up a number of different emotions. Ensuring you have time after each session is healthy self-care.

Appointment times

We are an outpatient service and unable to accommodate requests for specific times. We will offer you a choice of two different days and times. To help with time off work we can provide a general hospital letter which will list the dates and times of the appointments but make no reference to the sexual health department or your presenting condition. If you are unable to accept the appointments offered, you will be removed from the waiting list. Only in exceptional circumstances will we consider offering another appointment.

If you need a particular day and time we would suggest seeking a private Psychosexual therapist. www.cosrt.org or www.relate.org.uk or www.bacp.co.uk

Cancelling appointments

We understand that there are circumstances when you may need to cancel an appointment. It is important to let your therapist know that you are unable to make an appointment as soon as possible. Please ensure you inform your therapist of any holiday plans or other commitments well in advance. Your therapist will also give you notice of any annual leave. If you know you will need to cancel an appointment, please allow a minimum of 72 working hours' notice. This allows us to offer the appointment to someone else. We are unable to make up appointments that are due to late cancellations.

We only accept up to one cancellation/reschedule within the notice period agreed above, without this impacting on your full course of therapy.

Once you receive an email confirming all your appointments, please let us know of any booked holidays that may clash with so the therapist can plan your therapy.

Contact the clinic by email: rbb-tr.psychosexual.therapist@nhs.net or phone: **0118 322 7202**, please select option 3 for psychosexual therapy (please be aware there is no message facility).

If you do not attend for an appointment and do not get in touch beforehand to let us know, we will contact you (either a phone call during your allocated appointment or by letter/email). If we do not hear from you or are unable to contact you, we will assume that you do not want further appointments and will discharge you from the service. You will usually have to be re-referred if you decide you would like to start therapy again.

Please note: The demand for the psychosexual service is high and we are committed to ensuring that as many people as possible are able to access therapy as quickly as possible. We are working to ensure all our appointments are filled. Currently we have wasted appointments due to non-attendance, and very late cancellations, and this will contribute to longer waiting times for therapy. **Please help us to reduce our waiting times by letting us know if you are not able to attend an appointment.**

Please tick to say you have read the information leaflet on psychosexual therapy	
Please tick to say you have read the practicalities of psychosexual therapy	
Please tick to say you understand you need to give as much notice as possible if you cancel an appointment	

<i>Client's name</i>	<i>Client's signature</i>	<i>Date</i>
<i>Therapist's name</i>	<i>Therapist's signature</i>	<i>Date</i>

Please ask if you need this information in another language or format.

Psychosexual and Relationship Therapy, April 2026. Next review due: April 2028.