



DR NEIL DICKENS - COUNSELLING PSYCHOLOGIST

Patient Registration Form

Prior to your first consultation, please complete and email to secretary@drneil.co.uk.

Full Name	
Date of Birth	
Address	
Home Telephone Number	
Mobile Telephone Number	
Email address	
GP Name	
GP Address	
Next of Kin	
Relationship to Patient	
Telephone Number of Next of Kin	
Private Medical Insurance	
Membership Number	
Authorisation Number	

Brief reason for referral. Please provide details:

- Any known allergies? _____
- Details of previous medical problems?

- Information about a family medical history?

- Information about prior therapy and/or psychological diagnoses?

- Currently working with a psychiatrist? If so, please provide details:

Terms & Conditions

We aim to offer all our clients/patients the highest possible standard of care. Dr Neil Dickens, hereafter Dr Neil, is registered with the relevant professional bodies (HCPC and BPS) and subject to their professional code of ethics. In addition, adherence is made to a high-standard, in-house code of conduct.

We trust that you will always experience the highest standard of care when using our services. If, however, you feel that your experience has not met your expectations, then please contact: secretary@drneil.co.uk

Appointments

Appointments may be booked by contacting secretary@drneil.co.uk or alternatively contacting: 07368 910884. Appointments last for 55 minutes, which is standard practice for all psychologists. Appointments start on the hour, unless varied by arrangement.

Cancellations

At least twenty-four hours' notice must be given to avoid cancellation charges of the fully agreed appointment fee.

Charges

Charges shall be arranged and agreed upon, prior to the first appointment. Dr Neil Dickens Limited reserves the right to review all charges. If session rates are to be increased, you will be notified at least 2 weeks in advance.

Billing & VAT

All appointments shall be billed after each consultation. Psychological therapy and treatment sessions are VAT exempt.

Payment, late payment and responsibility for payment always remains with yourself.

Payment is to be made by direct transfer and with details provided on your invoice.

Payment is due within 7 days of the date of the invoice. Dr Neil Dickens Limited reserves the right to charge interest on late payments at the rate of 5% p.a., for third party collection, administrative and legal fees and for the recovery of late payments.

Please note that clients/patients remain responsible for payment of fees and the agreement to provide services is between the client/patient and Dr Neil Dickens Limited even where patients have health insurance.

Failure to make payments for appointments invoiced, will result in a pause or potential termination of therapy. Non-payment thereafter will result in the above outlined action.

Health Insurance

Dr Neil is registered with most of the large health insurers. Health Insurance policies differ greatly in relation to the cover they provide.

- Please advise us before booking an appointment if you wish to claim on a health insurance policy.
- Please confirm with your insurer whether your policy covers you for working with 'Dr Neil Dickens' and the treatment for which you wish to engage.
- You are advised to enquire about whether there are any restrictions or prerequisites to accessing psychological services.
- Please check the limits of the cover provided by your policy.
- Please request an authorisation or claim number (as required) and provide this ahead of the first appointment. Insurers may decline cover if the treatment has not been authorised.
- Any insurance excess fee owed is typically paid directly to your healthcare provider to cover your initial treatment and to the value of said excess. Please check and verify with your insurance company.

Confidentiality & Safety

All clients and patients enjoy the highest degree of confidentiality. Your sessions and notes remain private, and Dr Neil will not discuss matters concerning your psychological affairs with anyone other than his clinical supervisor, unless he has your permission to do so. If you have been referred by a GP, specialist medical practitioner or other mental health care expert, then it is customary to update the referrer as to developments and progress of your psychological treatment.

Your notes shall be safely stored, indeed anonymised and shall only be accessed by Dr Neil and his supervisor.

The appropriate authorities, indeed, Police will be informed where there is a significant risk of harm or threat to a child. Confidentiality may further be broken where there is cause for concern surrounding threat to self or others.

You have a right to confidentiality and Dr Neil Dickens Limited encourages you to review our Privacy Policy. Confidentiality is further maintained in accordance with the legal and professional guidelines outlined by the BPS (British Psychological Society), HCPC (Health & Care Professionals Council) and the Data Protection Act (2018). Your records are securely kept and can be accessed, per the terms outlined in Dr Neil's Privacy Policy. Information will not be shared without consent, the exception being, as previously outlined, when Dr Neil believes you are at significant risk to yourself or others. A plan will be discussed, and contact made with your elected next of kin as well as your GP or psychiatrist, as appropriate.

Dr Neil Dickens Limited adheres to the General Data Protection Regulation (GDPR) that came into effect in May 2018. His full Privacy Policy holds more information about how we collect, use and share your personal information as well as information about the rights you have over your personal data.

You are welcome to ask questions about what you can expect appointments to entail, furthermore feel comfortable about playing an active collaborative role in making decisions about your therapy.

You are entitled to stop appointments at any time, providing there is no more than a four-week gap, thereafter, to reinstate at any time. Should you decide to reinstate outside this four-week period, you will be accordingly discharged from care and reinstated with revised goals for engagement in a further course of therapy. Endings in therapy are always openly discussed, conducive with good therapeutic outcomes.

Dr Neil further has the right to openly discuss termination of appointments with you; this given evidence present of therapy no longer providing appropriate support or a more appropriate practitioner and course of therapy becoming evident.

You are encouraged to raise any concerns you have with Dr Neil at any time, either during appointment or by phone.

Online Consultations

In the case of online appointments, Dr Neil uses secure platform www.whereby.com and should you request, will state your full name and current geographical location at the beginning of each consultation.

By engaging in online appointments, you understand that said appointments, despite reasonable safeguards, may be subject to Internet outage, interruption and/or quality of audio and visual communication. Whilst every effort will be made to acknowledge any interruption, furthermore, recap on any matter discussed that is at all unclear, you understand that miscommunication between Dr Neil and you may occur. You also understand that others close to you may overhear the content of online appointments and that every effort should be undertaken to ensure privacy and minimal distraction. Online appointments are equally subject to the same rights of confidentiality and as well as adhere to the legal and professional guidelines outlined by the BPS, HCPC and Data Protection Act (2018).

You understand that online appointments may not be deemed as effective as in-person appointments or provide the same results for you. Dr Neil will, therefore, and in discussion with yourself, otherwise suggest in-person appointments, however, if not practical or deemed suitable, refer you to another health care practitioner.

You further understand that www.whereby.com allows for video and audio recording and that neither yourself nor Dr Neil will record appointments, without prior written permission, indeed consent.

Every reasonable effort will be made by Dr Neil to both ascertain and provide emergency recourses pertinent to your geographic area and whilst working online. However, you understand that Dr Neil and in said circumstance, may not be able to fully assist in an emergency. You therefore understand that you should consult with your GP or if in immediate danger, access the nearest accident and emergency hospital facility. You can also access NHS Helpline (111) or The Samaritans (116 123) for free, 24 hours a day, seven days a week.

Confirmation

You understand that you are responsible for payment of your care and that you will be invoiced on behalf of Dr Neil Dickens Limited. Where insurance details are included, invoices will be submitted electronically to the insurance company in the first instance, however, and regardless, a copy of the invoice will be sent to you for your records.

Dr Neil is a healthcare provider. This registration form is a part of a contract between yourself and Dr Neil Dickens Limited.

You confirm that:

- You have read, understood, and consent to this Registration Form and fees advice correspondence (as applicable).
- To the best of your knowledge, the information you have provided on this Registration Form is accurate and complete.
- You understand that the content of www.drneil.co.uk, links and any published materials referred to therein are intended for informational purposes only and are not a substitute for psychological therapy, counselling or treatment by an experienced practitioner.

You are happy to receive communication by the following means (please select):

- ☐ Unencrypted emails – to provide me with communication concerning my healthcare
- ☐ Encrypted emails to convey copies of clinic letters and/or test reports and/or sensitive information
- ☐ SMS – for appointment reminders and simple communication

Please note that if you elect not to receive secure emails, copies of letters will be sent to you by standard post.

Signed: _____

Name (Print): _____

Date: _____

We very much look forward to supporting you.

Dr Neil Dickens Limited
secretary@drneil.co.uk
07368 910884
January 2026