



DR PRIYA BUNNELL
Psychology

Therapy Information Pack

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About Me



As a clinical psychologist, I work with individuals and families at their own pace to explore and develop a shared understanding of how their experiences and circumstances - past and present - may be contributing to current difficulties, before identifying possible solutions to help alleviate distress.

Since 2012, I have worked in a range of NHS mental health services supporting children, adolescents and adults with various aspects of their physical and mental wellbeing. I currently work in a Child and Adolescent Mental Health Service (CAMHS) supporting children and young people with long term physical health conditions overcome difficulties such as anxiety, low mood, stress, trauma, self-esteem and low confidence.

In my private practice, I see both adults and young people, offering support for complex long-standing issues as well as shorter term goal based interventions. As a psychologist, I pride myself on my ability to draw on different therapeutic approaches, models and techniques to provide a tailored, flexible and person-centred service.

Although I primarily work with individuals on a one-to-one basis, I also have lots of experience in working with family groups where some or all members of the family meet together to overcome any difficulties. Regardless of who or how many people attend appointments, my aim is to provide a safe, respectful and empathic space for each individual to have their voice and story heard without fear of judgement.

Accreditations

- University of Birmingham – BSC Psychology (Hons)
- University of Sussex – MSc Foundations of Clinical Psychology and Mental Health
- University of Bath – Doctorate in Clinical Psychology

- Qualified Clinical Psychologist (HCPC¹)
- Accredited Behavioural and Cognitive Psychotherapist (BABCP²)
- Intermediate Certified Systemic Family Practitioner (AFT³).
- *Trainee Eye Movement Desensitisation Reprocessing (EMDR⁴) therapist.*

¹ Health Care Professionals Council

² British Association for Behavioural and Cognitive Psychotherapies

³ Association for Family Therapy and Systemic Practice

⁴ EMDR Association UK

Psychological Therapy

What to expect

The process of therapy takes place in stages. Firstly a period of assessment will take place in order for us to develop a shared understanding of the issues that have prompted you to seek psychological support at this time. The assessment may take place over one or more sessions, during which time we will think about your hopes and expectations of the process, clarify what it is you want to work on, and agree your therapy goals. I may share some ideas and make suggestions about how to reach your goals, however we will work together to make a specific plan around this.

Following the assessment, we enter into therapy. Therapy is collaborative; it requires active effort on your part, meaning that you will be required to work on things outside of sessions, as well as maintain consistent attendance at the sessions themselves. Sometimes, the process of talking openly can in itself be transformative as new meanings and stories emerge, making way for new insights and self-awareness that equip you to create positive change and difference. At other times, specific skills and strategies might be used to reduce distress and challenge unhelpful thoughts and behaviours.

While the aim of therapy is of course to improve the quality of your life and learn to manage difficult feelings, it must be noted that as the process involves exploring personal experiences it can sometimes bring unpleasant memories or emotions to the surface. Therefore there may be times when things feel more unsettled for a time before they get better. Progress may happen slowly, and sometimes people make improvements and then slip back again after a time - this is a normal part of the process and can provide opportunities for reflection.

Appointments

I currently offer appointments on Mondays between 9am and 7pm.

Cheltenham

The Practice Rooms, 32 Cambray Place, Cheltenham, GL50 1JP*

The Practice Rooms are located directly opposite SOHO Coffee Co. just off the High Street. Please do not arrive early for appointments as there is no reception or waiting room facility. At the time of your appointment, you will need to press a colour buzzer to gain entry - specific details of this will be shared in your appointment confirmation email.

Parking: If travelling by car, you will find the closest car parks are located on Bath Parade, Rodney Road, or St James Street.

Accessibility: There is unfortunately no disabled access to the building, and all therapy rooms are located upstairs on the first, second and third floors.

Gloucester

The Chamwell Centre, Longford Lane, Gloucester, GL2 9EU*

The Chamwell Centre is located on the Milestone School site. Please report to reception when you arrive. If you arrive early you are welcome to stay either in the reception area or head upstairs to the café where I can come and meet you at the time of your appointment.

Parking: Please park in the visitor bays near the front of the building – do not park in the minibus spaces, especially around school pick-up/drop-off times.

Accessibility: Fully accessible.

** If you or anyone in your household tests positive for COVID-19, please do not attend your appointment. In this instance, I will be able to offer an online appointment instead at the same time.*

Online

I currently offer online appointments through Zoom due to its high level encryption and security, and also its interactive features which enable you to see any diagrams I may draw in the session as well as share content and handouts.

Zoom will work on both computers and smartphones, but please check prior to the meeting that it can work on your system. For additional security there's a waiting area on the meeting and this will be where the link takes you to initially. I'll get a notification when you enter the waiting area and I'll then let you in.

If there are any technical issues and it is not possible to use Zoom, the appointment will be offered through MS Teams instead. In some instances where technical issues limit video-calling capabilities, you will have the option of a telephone appointment or re-scheduling.

At the time of the appointment, please ensure you're able to speak in a space that is comfortable, private and where you cannot be overheard.

Cancellations/Non-Attendance

If you are unable to make an appointment, please contact me at the earliest opportunity. Cancellations at short notice make it difficult to offer the appointment to another client, therefore sessions cancelled with less than 48hrs notice will be charged at the full rate. Sessions cancelled with more than 48hrs notice will incur no charge.

If you realise you have forgotten our appointment and do not attend, I would appreciate it if you could call me as soon as you can to confirm your attendance at the next session. Forgotten/non-attended sessions are charged at full self-funding rate. Any associated travel fees may also be charged in this instance.

If treatment is being provided through a health insurer, the insurer may offer to pay the cancelled session for you – it is your responsibility to check with them whether they will do this. If they will not pay for the cancelled session, then the session will be charged at the full self-funding rate.

Repeated cancellations, missed appointments or delays in scheduling appointments are disruptive to therapy and also mean that appointments are left unfilled and not offered to others who need them. In this event, I will discuss with you whether ending treatment is appropriate, until a time when you are able to attend consistently.

Fees

Self-Funding

- Individual appointments are 50 minutes.
 - In person appointments cost £120.
 - Online appointments cost £110.
- Family appointments are 75 minutes.
 - In person appointments cost £160.
 - Online appointments cost £150.

Private Medical Insurance

Fees will vary depending on your insurance provider. I am currently registered with the following providers:

Aviva | AXA | Cigna | Vita Health Group | Vitality | WPA

Insurance providers will be invoiced directly. If your provider is not listed above, it may be possible to fund sessions through a reimbursement policy where you pay for the appointments yourself and then claim the money back from your provider. However not all providers offer reimbursement as an option so if you are intending to fund this way please check your policy or speak with your provider first as you may otherwise be liable for the full self-funding fee.

Payment Methods

Payment can be made via BACS to the following account:

Name: Dr Priya Bunnell

Account Number: 31562233

Sort Code: 07-08-06

Reference: Please reference the transfer 'your surname, date of first session (ddmmyy)'.

If you need to pay by debit or credit card, please let me know and I can share the relevant payment link.

Additional Costs

Travel

Where relevant, travel time will be charged according to time taken, based on a pro-rata hourly rate of £60.

Multi-Agency Liaison

Any requests for letters, reports or phone-calls with external agencies (e.g. education, health or social care services) will be charged according to time taken, based on a pro-rata hourly rate of £110.

Late Payment

A late payment charge of £10 will be incurred after 28 days if invoice reminders are not responded to.

Contact

You can contact me between sessions to book, rearrange or cancel appointments. You will be able to leave a message on my voicemail or send an email (although please note that this is not encrypted and therefore not secure for personal information).



07707009018



drpriyabunnell@outlook.com



The Practice Rooms, 32 Cambray Place, Cheltenham, GL50 1JP



MS Teams/Zoom

In Case of Emergency...

Please note I am unable to provide any therapeutic contact or emergency/crisis support outside of appointment times. In the event that you feel unable to keep yourself safe, and require urgent crisis support in between sessions please use the information below:

Gloucestershire

- NHS Crisis Line (0800 169 0398 - this number is available 24 hours a day, 7 days a week.)
 - Option 1 for Stroud and Cotswolds
 - Option 2 for Gloucester and Forest
 - Option 3 for Cheltenham, Tewkesbury and North Cotswolds

If calls are from or about children under 11, telephone advice and support will be given however the crisis teams cannot provide home treatment to this age group.

Nationwide

- Request an emergency appointment with your GP or local mental health service
- Call NHS 111
- Call Samaritans (116 123 - this number is available 24 hours a day, 365 days a year)
- Text "SHOUT" to 85258 (This free, confidential, 24/7 text messaging mental health support service.)
- Find a local NHS urgent mental health helpline (England only): <https://www.nhs.uk/service-sea...>
- If you do not feel you can keep yourself or your loved one safe, if you have seriously injured yourself or taken an overdose please call 999 or attend A&E immediately. A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

GDPR Privacy Policy

What personal data I hold

Personal information means any data capable of identifying you as an individual. It does not include anonymised information. I may collect the following types of personal information about you:

- Basic information: your name, contact details, GP contact details, and video conference ID (for online therapy).
- Sensitive information: therapy records, including notes of when you were seen, therapy goals, topics discussed, social and treatment history; copies of information from other healthcare providers including letters, reports and/or outcome measures; correspondence including any emails or letters you send me.

If you are referred by a health insurance provider, then personal data provided by that organisation we will also be collected and processed. This includes basic contact information, referral information, and health insurance policy number and authorisation for psychological treatment.

How your personal information is used

I take your privacy very seriously and will take all reasonable steps to ensure the protection of your personal information.

Any information you give me will only be used to provide the services you have requested from me, and to process payment for these services. It is important that the information I hold about you is accurate and up to date, therefore please let me know if at any time your personal information changes either in person or by email (drpriyabunnell@outlook.com).

If you do not provide the personal information that is required, then I may be unable to provide a therapy service to you. For example, sometimes it may be important for me to be able to contact other professionals who are supporting you (for example, your GP); if I do not have this information I may not be able to continue to offer you a service. Should this happen I would always notify and explain it to you at the time.

How long personal information is stored

Your personal information is only stored for as long as it is required. Basic contact information held on a therapist's mobile phone is deleted within 6 months of the end of therapy.

The sensitive personal information described above is retained for a period of 7 years after the end of therapy in accordance with the guidelines and requirements for record keeping by the Health and Care Professions Council (HCPC). After this time, this data is deleted at the end of each calendar year.

Who your personal information might be shared with

Information about each client and the therapy they receive is held in confidence. This means that no information you provide is passed on to anyone else. The exception to this is when there may be a need to liaise with other parties:

If you are referred by your health insurance provider, or otherwise claiming through a health insurance policy to fund therapy, then appointment schedules may be shared with that organisation for the purposes of billing. Relevant information may also be with that organisation to provide treatment updates.

In cases where treatment has been instructed by a solicitor, relevant clinical information from therapy records will be shared with legal services as required and with your written consent.

In exceptional circumstances, we might need to share personal information with relevant authorities:

- When there is need-to-know information for another health professional such as a GP, or education professional such as a teacher or pastoral worker.
- When the information concerns risk of harm to the client, or risk of harm to another adult or a child. We will discuss such a proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.
- When disclosure is in the public interest, to prevent a miscarriage of justice or where there is a legal duty, for example a Court Order.

What I will NOT do with your personal information

I will not share your personal information with third-parties for marketing purposes. I will never sell your information to others.

Your right to access the personal information I hold about you

- You have a right to access the information we hold about you.
- This will usually be shared with you within 30 days of receiving a request.
- There may be an admin fee for supplying the information to you.
- Further evidence may be requested from you to check your identity.
- A copy of your personal information will usually be sent to you in a permanent form (that is, a printed copy).
- You have a right to get your personal information corrected if it is inaccurate.
- You can complain to a regulator. If you think that data protection laws have not been complied with, you have a right to lodge a complaint with the Information Commissioner's Office. If this is the case, however, I would be grateful if you would contact me first so that I can try to resolve it for you.
- Please note that your right to be forgotten cannot override the legal requirements for record keeping. In this instance I reserve the right to refuse to delete a client's personal information where this is therapy notes; these will be kept for 7 years in accordance with the HCPC guidelines.

Confidentiality and Information Sharing

Your therapy records are confidential, although there are some limitations for you to be aware of:

Risk: if you share information indicating that you or another person is at risk of serious harm, I have a duty to disclose this to an appropriate third party (e.g. GP, Social Services, emergency contact or parent/carer if under 16). I will always speak to you first if this needs to happen.

Professional supervision: I meet regularly with another Clinical Psychologist, as required by my professional code of conduct. The supervision is to ensure high quality clinical practice and is a standard part of being a Clinical Psychologist. I discuss clients in these sessions to support the therapy and ensure clients receive the best possible care. Only your first name is used and no contact or financial information is shared. I may ask permission to record sessions for these purposes. Specific consent for this will be sought at the time & policy explained. Deciding to decline will not impact on your therapy.

Legal requirement: If I were to receive a court order or subpoena, I may be required to release some information. In such a case, I would consult with other professionals and limit the release to only what is necessary by law.

Good practice normally involves sharing basic information with your GP, although this is not essential. If you have been referred in writing by another healthcare professional, it is standard practice to send that professional a brief summary following your first consultation. If you do not wish this to happen for some reason, or if there are particular aspects of our discussions that you prefer not to be included in reports, please discuss this with me.

Client / Therapist Agreement

I am agreeing with Dr Priya Bunnell to meet for the purposes of psychological therapy.

Confidentiality: I understand that the information I disclose in each session will be held as confidential. I understand however that my therapist may need to disclose information to an appropriate professional person if there is a concern for my own or another person's safety, including any children. I will inform my therapist if I feel my difficulties are worsening, or if I have any concerns about being able to keep myself safe between sessions. If I am in crisis and need urgent support between sessions I will contact my GP, local mental health service or present to A&E.

Attendance: I recognise that it is important for sessions to be regularly attended for treatment to be most effective. If I am not regularly able to attend at the day/time agreed I recognise that this may lead to my slot being lost and given to other clients. My therapist will discuss this with me if this may occur.

I will do my best to inform my therapist if I know that I am going to be late for a session. I understand that if I arrive late, sessions will still finish at the usual time. If I arrive more than 15 minutes late, we may agree to cancel the session, with full charge applying. I understand that sessions cancelled with more than 48 hours' notice incur no charge but that, regardless of reason, where less than 48 hours cancellation notice is provided, the session will be charged at the full rate (£110/£120 dependant on whether session booked was online or in person). If I am funding through health insurance, I understand that most insurers do not fund cancellation fees.

Payment: I understand that each *self-funded* session costs £110 online / £120 in person. I understand payment is to be made on the day of each appointment, prior to the appointment starting. I understand I can pay by BACS only. I understand that reminder invoices may be sent by recorded post and that a late-payment charge occurs after 28 days.

If I am funding through health insurance, I understand that if my insurer will not fund part of the treatment (for example, due to any excess or policy ending) that this will be charged to me during or after treatment, dependant on when my insurer informs my therapist.

Safe and effective sessions: I accept that my therapist will not be able to work with me if I attend a session under the influence of drugs/alcohol or use verbal or physical violence during a session. I agree that we will review our work together to decide if it is effective.

Practice: I understand that as part of my treatment my therapist and I may agree certain tasks to be completed between sessions. These may help me to discover more about the issues we have discussed or to try out skills we have worked on during sessions. They form an important part of the therapy, will be agreed collaboratively between myself and the therapist, and I can discuss any concerns or difficulties I have with them during sessions.

Client Name: _____ Client Signature: _____

Therapist Name: _____ Therapist Signature: _____

Date: ___/___/_____