

TERMS AND CONDITIONS

Dr Diana Coffey Ltd
Registration number 06466283

Contact details:

Tel: +44(0)2382 182517 (between 10 am and 2 pm)

Email: office@diana-coffey.co.uk

Before your appointment:

Prior to the appointment, please look out for an email with the link to the Patient Registration and Consent form. Please click on the link to complete the form, which includes consent for information sharing with your GP and third parties. If you would like clinical letters copied to your GP, please supply an email address for this purpose. If you have no GP or other referral, we will request your GP summary prior to the appointment.

Payment details

For patients with insurance, please provide your provider's name, membership number and authorisation code. The invoice will be sent to your insurance, but you will be liable if there are any shortfalls.

For self-funding patients, please make a payment at least **48 hrs before your appointment**. An email with an invoice will be sent to you the week preceding your appointment. You can click on the link (preferred option) to pay by card online or call 023 821 82517 between 10 am and 2 pm Monday to Friday to pay by phone. Alternatively, you can pay via BACS transfer into Dr Coffey's business account. Should you wish to pay via BACS, please email for details. Please note that appointments which remain unpaid 24 hours prior to your appointment will be automatically cancelled and will need to be rescheduled.

The fees are subject to annual reviews in line with current levels of inflation and are available on Dr Coffey's website <https://diana-coffey.co.uk>

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of other patients, please call or email us as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you inform us **at least 24 hrs in advance**. Appointments are in high demand, and your advanced notice will help another person to get an appointment sooner.

How to Cancel Your Appointment

If you need to cancel your appointment, please call 02382 182517 or email office@diana-coffey.co.uk. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, missed appointments or appointments cancelled with less than 24 hours' notice will be invoiced at the full rate.

Private medical insurances do not cover missed appointments and therefore, you will become liable for the costs of the appointment.

Late arrivals

If you are running late, the appointment will have to finish at the time that was agreed during the booking. It is not possible to extend the time of your appointment and you will be charged the full fee for your appointment. You may need to reschedule your appointment.

Emails and telephone calls

You might have some questions about your treatment plan where email or telephone call would be useful. However, this is not a substitute for a clinic discussion. If your query requires a more detailed review, please arrange a follow-up appointment. Please note that telephone calls are usually booked for patients who only need a short discussion about a specific topic.

Private prescriptions

If you require a private prescription, this will be issued free of charge during the appointment. Private prescriptions outside of the appointment will be charged separately. Please refer to the website for current fees. If you require a repeat prescription, please allow at least five days' notice. In exceptional circumstances, please email or call Dr Coffey's PA.

After the appointment

You will receive your letter within 10 days of the appointment. This will be emailed to you via a password protected file. The password will be either sent to your mobile or emailed in a separate email. If you have provided consent, then a copy will be sent to your GP.

Discharge from care

If you did not have any reviews with Dr Coffey within six months, you will be considered as having self-discharged from follow-up. Please note that you are responsible for arranging your follow-up appointments. If you wish to resume psychiatric follow-up with Dr Coffey after your discharge, you will require another initial consultation.

Out-of-hours and emergency information

Please note that Dr Coffey does not provide emergency or out-of-hours appointments.

Dr Coffey is not available outside of office hours or during the weekends.

Your emails and telephone calls will be processed during the next working day.

Contingency planning

Outside of working hours, call 111 or Crisis team.

Contact the Shout Crisis Text Line - text "SHOUT" to 85258.

Use the Staying Safe Website <https://stayingSAFE.net>.

Contact SANEline on 07984 967 708 or email support@sane.org.uk.

For individuals under the age of 35 with suicidal thoughts – to contact Papyrus HOPELINEUK on 0800 068 4141 (9 – 12 am midnight every day) or email pat@papyrus-uk.org.

Samaritans' helpline 116 123 (free telephone number).