

## **Patient Information Leaflet**

### **Referral to Mental Health and Wellbeing Services**

London Doctors Clinic have established a collaboration with a leading provider of mental health care and wellbeing services called Psymplicity Healthcare.

Psymplicity Healthcare is a boutique clinic for emotional health and wellbeing that provides everything from assessment, diagnosis and prescription with leading Psychiatrists, to a full treatment plan to help aid recovery with the use of Psychologists or Psychotherapists. Psymplicity offer both face to face appointments from their Harley Street clinic and online appointments.

If you wish, we will help you with your booking with Psymplicity, you will be provided with a dedicated member of staff appointed at Psymplicity to help with any questions you may have.

Contact number: 02071180407 - your dedicated representative at Psymplicity is Keri Loudon.

Opening times: Psymplicity provide 24 hours support, 7 days a week. Between the hours of 8am-8pm you can call to speak to the team directly, outside these hours they offer out of hours service for support.

#### **How much will it cost me?**

We believe in showing the costs of all the services as clearly as possible so that you can make an informed decision before booking an appointment with our partner.

#### **In line with the government's social distancing guidelines, all appointments are currently being carried out via video.**

- Psychiatric assessment (55 minutes) - £395

A complete initial assessment will be carried out to allow for a tailored treatment plan around your individual requirements.

- Psychiatric assessment (30 minutes) - £195

This assessment is a shorter appointment involving less face to face time with your doctor. You will be required to fill out a pre-appointment questionnaire to allow the focus of your session with your doctor to be spent on the most pertinent issues and allow time a comprehensive management plan which may include discussions around medication, talking therapies or other interventions with you.

- Psychiatric follow-up (30 minutes) - £225

- Psychology and psychotherapy (50 minutes) - £160
- Counselling (60 minutes) - £160

## Payment Terms and Conditions

A 50% deposit will be taken at the time of booking to secure your appointment. You will be required to settle the remaining balance in full on or before the day of the appointment.

### Payment terms for your appointment

#### Automatic payment option

Given that our terms require you to pay the full balance for your appointment on or before the day of your appointment, some of our clients find it helpful to opt-in for our automatic payment option. This is where we arrange with you to store your card payment details securely within our payment terminal and collect the remaining balance automatically for you on the day of the appointment.

If you prefer not to use the automatic payment option, then all you have to do is call Psymplcity on the day of your appointment to pay the remaining balance over the phone.

Accounts team contact number at Psymplcity is: 0203 922 1275

**NB: Unfortunately Psymplcity do not accept cash payments.**

#### Relationship between London Doctors Clinic and Psymplcity

The Mental Health and Wellbeing Service is a collaboration between London Doctors Clinic and Psymplcity.

Accordingly, there is a financial relationship between the parties that involves the sharing of the fees received from your appointment.

This is not an exclusive relationship and you retain the right to ask London Doctors Clinic to refer you to alternative provider of mental health and wellbeing services. Please contact London Doctors Clinic at any time if you would like to discuss your options.

## Cancellation Policy

Please contact London Doctors Clinic or Psymplcity healthcare by phone or email to cancel your appointment if you need to (details are listed below). **We do ask that a minimum of 48 hours notice is given before the start time of your agreed booking** so that we can use the Doctors time and prevent this slot from being unused. If you cancel your appointment with 48 Hours + notice before your scheduled appointment time then you will not be charged and you can ask for your deposit to be allocated to a new appointment time or ask for a refund in full.

**Appointments cancelled with less than 48 hours notice before the scheduled appointment time will be charged at the full appointment cost** and any outstanding balance on the account will be recovered. There are many ways to get in touch to make sure you let us know in enough time:

Call us or email us to cancel.

**Phone:** 0207 118 0407

**Email:** [enquiries@psymplcity.com](mailto:enquiries@psymplcity.com), [keri.loudon@psymplcity.com](mailto:keri.loudon@psymplcity.com)

## What to expect next?

1. At the time of booking, you will be charged a pre-payment of up to 50% of the total consultation fee to secure your appointment with Psymplcity for a date and time suitable.
2. Once you have booked your appointment to see Psymplcity, they will ask you to complete a Patient Information Form and a Shared Care agreement before attending your appointment. If you have any queries regarding your appointment or your care with Psymplcity, please do not hesitate to ask.
3. Psymplcity will then send you confirmation of appointment directly, this will include location, the name of the Doctor or Practitioner, their cancellation policy and terms and conditions. They will tell you what to bring with you.
4. The remainder of the payment for your booking will be taken on the day of the appointment using the automated payment service, alternatively we ask that you contact Psymplcity to pay for this over the phone.
5. Attend your appointment and let us know your feedback.
6. After your appointment, Psymplcity will then be in touch with you directly to send you your assessment reports, prescriptions, and assist you in arranging any follow-up appointments in the future. \*Please note that the

same payment terms will apply for all future appointments.

Would like to book your appointment later?

You can always call or email us at a later time to book your appointment. Our contact details are as follows:

- 02080038553
- [info@londondoctorsclinic.co.uk](mailto:info@londondoctorsclinic.co.uk)