



Terms & Conditions

Telephone Consultation

All new patients are offered a free 15-minute telephone consultation. This is provided with no obligation and is used to determine whether Speech and Language Therapy is appropriate for you or your family member.

Initial Consultation

The initial consultation lasts up to 90 minutes and includes an assessment, time to discuss findings with the patient and/or their family, and a brief written report outlining any relevant findings and recommendations.

Any time required beyond the initial 90 minutes will be charged at the standard follow-up hourly rate. A more detailed report can be provided where appropriate and this can be discussed in advance.

Therapy Sessions

Therapy goals will be discussed and reviewed regularly, as appropriate.

Therapy sessions normally last approximately 45 minutes, allowing additional time for discussion, planning and clinical record keeping. Where appropriate, session outcomes will be shared with relevant parties (such as relatives, carers or care staff) with the patient's consent or where otherwise legally appropriate.

A grace period of up to 15 minutes is allowed. Any additional time beyond this will be charged at the standard hourly rate.

Out of Hours

Normal working hours are between 8am and 5pm. Anyone who requires an appointment outside these hours (evening or weekend appointments) will incur an additional charge of £35

Discharge

The Speech and Language Therapist may end the therapy agreement at any time following discussion with the patient and/or their representative. This may occur if therapy is no longer required, is no longer effective, or is no longer clinically appropriate.

The patient may also end therapy at any time. A brief discharge report will be provided.

Cancellation

A minimum of 24 hours' notice is required for cancellations.

Non-attendance or cancellations made with less than 24 hours' notice may incur a charge of £45.

Reports

Detailed reports can be provided on request. These are normally shared with you, your GP and other relevant health or social care professionals, with your consent. The intended recipients and any associated costs will be discussed in advance.

Meetings

Attendance at care reviews or multidisciplinary team (MDT) meetings can be arranged at the request of the patient or their representative. Time spent attending meetings, together with any reasonable travel time, will be charged at the standard follow-up hourly rate.

Data Protection

To provide safe and effective Speech and Language Therapy, we collect and securely store personal and health information about you, or the person you care for. This information is used only for assessment, treatment, communication, record keeping, invoicing, and to meet our legal and professional obligations.

All personal information is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Records are stored securely and are shared only with your consent or where we are legally required to do so, for example for safeguarding purposes.

You have the right to request access to your personal information, ask for inaccurate information to be corrected, and enquire about how your information is used. Clinical records are retained in accordance with legal and professional requirements before being securely destroyed.

If you have any questions about how your personal information is handled, please contact us using the details provided.



Services & Fees

If you have Private Health Insurance (PHI), your policy may cover some or all the cost of your treatment. We can discuss the insurers we work with during your free telephone consultation. Please check your level of cover with your insurer before your appointment, as a pre-authorisation code will usually be required.

Please note that some insurers do not reimburse the full cost of treatment. Where this applies, you will be responsible for paying any shortfall. This will be explained before treatment begins.

Invoices are normally issued at the end of each calendar month but can be provided after each appointment on request. Payment is due within 14 days of the invoice date.

Service	Cost
New Patient Telephone Appointment 15 Minutes	Free
Initial Consultation 90 Minute Session - Assessment & Feedback/Advice - Summary Report	£130 (£200 with detailed report)
Standard Therapy / Follow Up 45 Minute Session - Feedback/Advice	£90
Out of Hours Supplement	£35
Failure to Attend / Cancel less than 24hrs notice	£45
Detailed Report Writing	£80
Provision of Home Therapy Activities	£80 per hour (min. charge 1hr)
Home/Hospital Visit Flat Rate Charges	Included
KY1 & KY2	
Up to 10 Miles from base (Central Kirkcaldy)	£10
10-20 Miles	£20
20-30 Miles	£30
30-40 Miles	£40
40+ Miles	£0.50 per mile (charged per return journey)