**Terms and Conditions**

Please read through these terms and conditions and do not hesitate to contact me if you have any questions regarding them. If I do not receive any feedback regarding them I will assume that they have been agreed.

1. To commence therapy, I will need to use the first therapy session to get to know your child, carry out a formal assessment and to set appropriate targets for therapy which will take between 1-1.5 hours. If they have already had a physiotherapy assessment (by a qualified physiotherapist) in the last 3 months and a written report is available then I am happy to commence therapy without the full initial longer appointment.
2. The frequency of therapy sessions will be agreed on jointly and can be twice weekly, weekly, fortnightly, or monthly depending on the needs of the child and family circumstances.
3. I am happy for parents to end my involvement with their child at any time without penalty. Likewise I will always be honest with parents if there are valid reasons why I should not be seeing a child or therapy is no longer required.
4. All appointments are offered at the child’s home or childcare setting. To be most effective sessions should take place in a quiet, familiar environment with minimal distractions.
5. As a parent of three small children, I fully understand that sessions may need to be cancelled at short notice due to illness and make no charge for this if I am notified within 12 hours of the planned session. I hope that parents will understand that there may be occasions when I need to cancel sessions due to family illness. These will be rescheduled as a priority.
6. The full session charge will be made in the event that I attend for a booked assessment or therapy session and the child is not present and I have not been made aware by phone or email at least 12 hours before the session is due to start.
7. Payment is requested at the end of each session and is preferably by bank transfer but can also be via cheque or cash. I offer a small discount when you book and pay in advance for a block of 6 therapy sessions. If you need to cancel booked block session due to illness, this will be rearranged at no extra cost. Money will be reimbursed if the full set of sessions is not required.
8. Depending on the age of your child, to make the most of your therapy sessions it is helpful that an adult, who will be able to replicate the activities during the week, is present during the sessions. This ideally is the parent/carer but could be a nanny/childminder.
9. If your child is currently being seen by an NHS therapist I will seek, with your permission, to contact them so that we can work collaboratively to best help your child. The chartered society of physiotherapy have clear guidelines whereby receiving independent therapy does not affect the service you receive from the NHS.
10. If you request a written report then this can be sent to any other relevant parties (e.g. Paediatrician, Occupational therapist, GP, Health Visitor, NHS therapist).
11. I hold a DBS certificate (formally known as a CRB) which is available to view on request. As a healthcare professional it is my duty to report to Childrens’ Services if I suspect that a child may be at risk of harm through abuse or neglect. I would always discuss this with a parent first unless this would put the child in immediate risk of harm. My safeguarding policy is available on request.
12. I keep written and typed confidential notes on my involvement with each child. These are kept in my home in a locked filing cabinet. In accordance with law, once I have provided assessment or therapy for your child, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed. In the case that I die prior to your child’s 25th birthday the data will be destroyed by an identified physiotherapist who is compliant with GDPR regulations.
13. **Consent-** You will be asked to consent for assessment and any ongoing treatment. If appropriate, your child may need referring to other professionals e.g. paediatrician. Communication between professionals working with your child is vital in order to work together on goals.
14. With your permission we would liaise with any other individuals e.g. an NHS physio who is also seeing your child.

**Privacy Notice**

This document is to show how I, Becky Raftery, of Happy Herts Physiotherapy, handle your data in compliance with the General Data Protection Regulations (GDPR) May 2018 and the Data Protection Act 2018. It should be considered in conjunction with my terms and conditions and data consent form. Happy Herts Physiotherapy an independent physiotherapy provider run by me, Becky Raftery. I am committed to respecting and protecting your personal information. I am the Data Controller and sole Data Processor. I am registered with both the Health and Care Professions Council (HCPC) and with the Information Commissioners Office (ICO). I visit children in their homes and education settings to provide assessment and therapy of physiotherapy needs. I have a website.

My lawful basis for processing data is one of ‘legitimate interest’ (under article 6 of GDPR). I cannot adequately deliver a service to your child without processing their personal information. It is required for accurate differential diagnosis and effective treatment planning and delivery. As it is both a necessity for my service delivery and of benefit to your child, I have a legitimate interest to process and store their data. Information relating to a child’s health is classified as ‘Special Category Data’ under section 9 of the GDPR. The regulations state that health professionals who are “legally bound to professional secrecy” may have a lawful basis for processing this information.

Physiotherapists are legally bound to keep client information confidential and it is under this condition that personal information is stored and processed. How is personal data collected? I will collect personal information by written and spoken forms of communication (for example, face to face discussions, phone calls, emails, website enquiries). Information is collected from parents and with parent permission information will be collected from professionals and other people known to the child. I will only collect information that is relevant or required to provide Physiotherapy Services.

**What personal data is collected?**

The data I hold on your child includes: - The child’s name, age, date of birth, home address, medical history, education details, physiotherapy history and developmental milestones. - Parent or carer names, phone number, email address, home address and details of any gross motor, or learning difficulties. - Family structure details (for example, details about who lives at home with the child).

**How is the data used?**

Personal information is used to:

* Communicate with you, the parent, via post, email, telephone, mobile messages and SMS in relation to:
* Confirming and preparing for appointments o general communication in between appointments
* Sending you reports and programmes for your child (always password protected) or copying you in to communications with other professionals involved with your child (your child’s initials rather than full name will be used in emails)
* Sending you resources
* Sending you invoices and receipts

- Communicate with professionals and other people known to the child (if parents have given permission by signing a consent form

- A record of your consent is kept within your child’s casenotes.

– To prepare, plan and provide physiotherapy services appropriate for your child’s needs

- To create and send invoices. - To communicate with others if this is required by the law (this is the only time personal information will be shared with others without permission from parents).

**How is the data stored?**

- in the child’s physical (paper) file whilst awaiting scanning. This file is kept in a locked cabinet at the therapist’s home and kept on the therapist’s person during your child’s assessment or therapy sessions.

- On a word document on the clinician’s password-protected laptop

- Videos may be taken of clients with parental consent. These are temporarily stored on a password protected phone. These may then be viewed by the physio in order to make notes in a client record within 24 hours of the child’s appointment. The video is then deleted.

**When will the data be deleted?** In the case of a telephone or email correspondence which does not lead to an assessment or therapy by myself any personal information will be deleted once your enquiry has been dealt with. In accordance with law, once I have provided assessment or therapy for your child, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed. In the case that I die prior to your child’s 25th birthday the data will be destroyed by an identified physiotherapist who is compliant with GDPR regulations.

It is a legal requirement for all Physiotherapists to be registered with the Health and Care Professions Council (HCPC). The HCPC has clear standards of conduct, performance and ethics that all registrants must adhere to. These standards affect the way in which I process and share information. Specifically: Standard 2: Communicate appropriately and effectively “You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user.” Standard 10: Keep records of your work “You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to. You must complete all records promptly and as soon as possible after providing care, treatment or other services. You must keep records secure by protecting them from loss, damage or inappropriate access.” For further information the full document can be found at: http://www.hcpcuk.org/assets/documents/10004EDFStandardsofconduct,performancea ndethics.pdf

**My responsibilities:** I am committed to maintaining the security and confidentiality of your child’s record. I actively implement security measures to ensure their information is safe, and audit these regularly. I will not release your personal details to any third party without first seeking your consent, unless this is required by law. Your rights Data protection legislation gives you, the parent, various rights. The most important of these are as follows: - You have the right to ask for your record to be amended if you believe that it is wrong. - You have the right to request a copy of the personal information that is held about you and your child. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt of all necessary information. Please apply in writing rather than by email, so that I receive an original signature to compare against the records I hold. Please make your request in writing to: Becky Raftery, Parma, Hemp Lane, Wigginton, Hertfordshire. HP23 6HE.

You have the right to change the way you would like to receive information. Due to the regulatory requirement for me to store information until a child’s 25th birthday it is not possible to request erasure of personal information. If you have any further questions about how I use your information, please contact rafterybecky@gmail.com Further information about data protection legislation and your rights is available from the Information Commissioner's Office website (https://ico.org.uk/) or by calling 0303 123 1113, 9am to 5pm, Monday to Friday