



Susannah Ramsay MBACP

1. Therapeutic Agreement

I aim to create a safe, confidential, non-judgemental and supportive environment. It's a space where you can express yourself in your own words. A space where you will be accepted, respected and valued for who you are. As a registered member of the British Association of Counselling and Psychotherapy, I am bound by their Ethical Frameworks for Good Practice.

2. Confidentiality

The therapeutic space is confidential, where the content of the session will remain confidential, unless it is indicated to me that you or another person is at risk from significant injury or harm.

Injury or harm means if there's an immediate risk to your safety.

If there is immediate risk to your safety, I will have to share that information with the appropriate services to assess the risk and nature of the injury or harm. At that stage it would be important that we have a conversation about the most appropriate course of action to take. To ensure your safety, I will inform my supervisor as well.

As a therapist, I do not work in isolation. I work with a supervisor, which helps me think about the most helpful way to help you. The information I share about my caseload with my supervisor is anonymous and non-specific.

I live locally to Stirling, therefore, there may be times where we could see each other in public. In that situation I will not acknowledge you, be assured that I am not ignoring you, I am ensuring confidentiality and privacy is maintained. If, however, you acknowledge me then I will always say hello, but I will not engage in further conversation.

3. Cancellation, rescheduling and final session

If you need to cancel or reschedule an appointment, please contact me more than 24 hours in advance, wherever possible. Sessions that are cancelled with more than 24 hours' notice will not be charged. If I do not receive notice of cancellation or if sessions are missed, or there is less than 24 hours notice, full payment for the session will be charged. If I receive notice on the day to cancel, I will offer to reschedule the session in the same week. A £10 fee will be charged for re-booking the room. If I need to cancel sessions I will notice you as soon as possible. You will not be charged for these sessions. The therapeutic agreement continually works with the end in mind; therefore, if you choose to end our sessions for whatever reason, I will always encourage a final session.



4. Fees

Fees are £60 per session. Full payment is required in advance of the session.

5. Session times

I offer a no obligation 50-minute initial consultation, which will allow you to discuss your current situation and help you decide if I am the right therapist for you. The fee for this consultation is £60, payable in advance of the session.

Sessions are 50-minutes in duration and I aim to see clients at the same time each week. If you are late for your session, unfortunately it will not be possible to extend beyond our usual finish time. Missed sessions will be charged at the full price of £60. Session times can be discussed during our initial session.

6. Note-taking

As part of the therapeutic process, it is my responsibility to update case notes regularly. These notes are confidential and anonymised. The client's personal information and notes will be stored securely for the duration of the therapeutic work and up to 3 years thereafter, in line with the Data Protection Act 2018, BACP Professional Conduct Procedure, when they will be destroyed. I am a member of the ICO (Information Commissioner's Office), which allows me to keep records under the current GDPR regulations in the UK.

7. Complaints

Should a client wish to make a complaint about their counselling service, they should follow the BACP Standard for Complaints Procedure at www.bacp.co.uk. The BACP also offer a discreet service, Get Help with Counselling Concerns gethelp@bacp.co.uk.

8. Psychodynamic approach

Difficult past experiences can erode our sense of self, leading to a life that is unfulfilled. Psychodynamic counselling explores unconscious and conscious processes to help you move forward in a more fulfilled way. My approach aims to encourage self-awareness, understanding, meaning and reconnection.

9. In-Person Address

20 Melville Terrace, Stirling FK8 2NQ.

The building is occupied by several businesses and the counselling rooms are located on the lower ground floor. Go through the main door and straight ahead of you there is a door with Psychological Therapy Scotland on it. Go through that door and down the stairs. There is a waiting room on the left hand side.