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Gp confidentiality and service

All information provided through this website is designed to support, not replace, the relationship that exists between the service user and his/her family doctor or GP. I do seek the consent of service users before contacting their GP if needed. I take confidentiality seriously, and endeavour to respect this for service users. However, in the event that I consider that there is a threat to the client or a third party's safety during the provision of the services, I reserve the right to contact the client's GP and disclose such Information to the GP as I deem necessary in order to protect the client or a third party's safety. The parties agree to keep confidential any and all information concerning each other whether disclosed in writing, verbally or in relation to the matters provided for in these Conditions ("the Information"). The parties further agree in particular not to disclose all or any part of that Information to any third party (except the Psychologist/psychotherapist or as may be required by mandatory rule of law or order of court of competent jurisdiction or as required for performance of their obligations under these Conditions).

Progressive Process is not an emergency mental health service, and neither does it provide 24 hour cover. Therefore, I cannot offer support for service users who are experiencing current suicidal thoughts, psychotic impulses, or other symptoms that would reflect acute and severe mental disturbance. In these instances, service users are advised to make urgent contact with their GP (or 000 in any emergency), who would be in a position to advise.

Medical advice waiver

The information on this Progressive Process website (and any affiliated) websites and throughout any online and offline resources are made available for information purposes only. The information is not intended to be comprehensive on all matters of emotional development, health, or mental health and are not intended to be a substitute for professional healthcare advice, support, diagnosis or treatment.

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The information on this (and affiliated) websites and throughout the online and offline resources are general advice only, and do not take into account your specific circumstances. Because of that you should seek independent financial advice as to whether it is appropriate for your and/or your business, having regard to your own objectives, financial situation and needs before taking action.

Booking / payment / cancellation

If you wish to arrive earlier than your appointment time, there is a waiting area outside. Please do not arrive intoxicated (no alcohol or drugs, other than prescribed drugs). Please do not arrive late as I regret I may or may not be able to offer you extra time. In the event of a cancellation please be mindful that a 24 hour notice is needed. Progressive Process apologises for the late cancellation fees, but trusts service users will understand that appointments cannot be used by others, when they are cancelled at short notice. Payments are to be collected at each session and may be made by cash, or three days prior, by PayPal or bank-to-bank transfer.

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