



# Terms & Conditions of Business

Summer 2011

## Clinical Services

screen doctors offers independent clinical assessment (screening) and consultation to production companies and the channel programme makers.

Assessments cover whether contributors are properly informed about the programmes requirements, any relevant compliance issues, general mental/psychological health and any other factor which might indicate that participation is not in the best interests of a potential contributor. We can also offer support and clinical guidance to production and contributors during filming, and care and onward referral post-production where necessary.

In addition we offer consultation regarding the ethical and psychological aspects of programme formats, especially when working with vulnerable individuals such as children and teenagers.

## Appointments and fees

Clinical time is charged at £80 per hour. It includes all the hours (with the exception of agreed breaks) a psychologist is booked for and therefore it is in the interest of the production to ensure where multiple contributors are being screened that there is not a delay in-between contributors. Completion of written reports of assessments is also charged as clinical time.

Travel time (to and from base) is charged at £35 per hour. screen doctors is based in Brighton. The majority of our associates live in or around Brighton, though a small number are based in London.

Where our associates are VAT registered, VAT will be added to their invoice.

Receipts for travel will be submitted as expenses.

Invoices are requested to be paid within a calendar month from the date they are submitted.

## Cancellation

Non-attendance of contributors and short notice cancellation of services will incur charges. The following schedule of charges applies:

Cancellation on the day of the appointment will be charged at the full fee

Cancellation within 24 working hours will be charged at half the full fee

Cancellation within 48 working hours will be charged at a third of the full fee.

No charge – 3 or more days in advance

In the event of the screen doctors' psychologist being unable to keep an appointment, the clinician will notify you as soon as possible. Where appropriate, screen doctors will endeavour to provide an alternative psychologist for that occasion.

If we are not able to contact you promptly and the production is significantly disrupted as a result we may reduce our fee for the next booking as a gesture of good will.

## Professional conduct

screen doctors is comprised only of Chartered Clinical Psychologists. We are committed to providing a highly professional service to Production Companies and Channels and will practice within our competence in accordance with the Health Professions Council's Code of Conduct. CV's and television resumes are available for all our associates, with identification numbers for independent verification upon request.

## Complaints

screen doctors is committed to maintaining high standards of service and care. Whilst we hope that all organisations and individuals who consult us will be totally satisfied with the service we provide any dissatisfaction or complaint regarding any aspect of our practice will be taken seriously and we will seek to work with individual and/or organisation to redress issues of concern. Our complaints procedure is as follows:

(1) the matter to be informally discussed with the psychologist directly

(2) the matter to be discussed with one of the screen doctors partners (Dr Rachel Swann or Dr Kate Alexander) over the phone and/or in person

(3) a written complaint to be submitted which screen doctors will formally respond to within 28 days

(4) formal redress to be sought through the British Psychological Society (BPS) should the matter still remain unresolved and relate to an issue of professional conduct, competence or ethics.

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[www.screendoctors.co.uk](http://www.screendoctors.co.uk)

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