

# SOLE PHILOSOPHY

## *Mindfulness*

Terms & Conditions for the services of  
Sophie Jane Miller MA Cantab, Lincoln's Inn, MBPsS, MSt Oxon  
trading as Sole Philosophy (a sole trader)  
whose business address is 21 Lanark Close, Ealing W5 1SN.

Usual place of trading is from The Green Door Clinic, 30 Weymouth Street London W1G 7BS.  
Teaching is also electronically via Zoom.com using unique invitation details for each session.

The Green Door Clinic is owned and operated by the Directors of Green Door Clinic Limited (registered co no 11051601) and Sole Philosophy acts as an independent practitioner renting rooms only from the Green Door Clinic. There is no other business connection between Sole Philosophy and the Green Door Clinic.

These terms of use, their subject matter and their formation, are governed by English law including any non-contractual disputes or claims. It is agreed that the courts of England and Wales will have exclusive jurisdiction over any such disputes.

Sophie Jane holds a Master of Studies Degree in Mindfulness Based Cognitive Therapy (MBCT) from the University of Oxford.

Sophie Jane Miller is qualified under the Teacher Assessment Criteria for Mindfulness Based (MBI-TAC) and registered with [www.BAMBA.org.uk](http://www.BAMBA.org.uk) the British Association of Mindfulness Based Approaches, previously known as UKMindfulnessTeachers.org.uk She is also registered as a teacher with the MindfulWorkplace community <https://www.mindfulworkplace.community/>

She holds professional indemnity insurance from Oxygen Professional Liability Insurance – OXY9752862 underwritten by **Hiscox Underwriting Limited** covered in accordance with the terms of the Policy for Civil Liability arising from the Business or Professional Activities described below: **Mindfulness training, Relaxation therapy, Stress management** (including, where appropriate, your work as an educator, trainer or supervisor in these fields). In relation to adherence with the GDPR data protection rules she is registered with the Information Commissioners Office (ICO) in the UK.

### **MAKING APPOINTMENTS**

Sophie Jane Miller is primarily responsible for booking in patients and will predominately be your main point of contact. Please note that all new patients who have booked in their initial consultation will receive an appointment confirmation letter with details of our address, practitioner, date and time, new patient documents and a summary of some of our policies.

### **CANCELLATION of APPOINTMENTS POLICY**

Appointments that are missed without the respected notice period, will often result in a lost opportunity to offer the appointment time to someone else. If you should need to cancel your appointment, you will need to inform us of up to 24 hours before of your appointment time, otherwise you will be held liable to a cancellation fee. Cancellation fees are charged at the cost of a full consultation with Sophie Jane Miller. We do make an exception to accidents and sudden illnesses however it will be your responsibility to inform us of your circumstances.



Sophie Jane Miller  
07775645628  
Sophie@solephilosophy.co.uk



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### **COMPLAINTS POLICY**

If there is any problem with the services provided by Sophie Jane Miller at the Green Door Clinic, please contact the clinic or your referring contact as soon as possible and tell us of any issues arising as soon as reasonably possible. The clinic will investigate the problem under their complaints procedure and will notify you in writing of the outcome. **The Green Door Clinic reserves the right to pass on details of the alleged act or omission of individual practitioners to appropriate regulatory bodies governing each practitioner and if necessary, to the police.**

### **OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED AT THE PREMISES 30 WEYMOUTH STREET**

Please be aware that we cannot accept responsibility for loss or damage to any personal belongings you have brought with you to the clinic. We recommend that you do not bring any valuables with you and any loss or damage to this will be at your own risk. We take all the appropriate measurements in protecting our patients and ensure our premises are safe and secure at all times. The Green Door Clinic premises undergoes a number of risk assessments by their Landlord Howard de Walden Estates Ltd, which are updated when due to ensure the safety of our building in varying situations. Under the Health and Safety (First-Aid) Regulations 1981 we have installed the adequate and appropriate equipment, as well providing sufficiently trained and competent first-aiders in the event of an accident and emergency.

If you have experienced any damage caused to you inside the premises of either clinic or at fault of a member of the clinic administrative staff, please report this to us and we will ensure to undergo a full and thorough investigation. In line with our complaints procedure, all investigations will be acknowledged within two days and responded to within 28 days of being made. We do try in every instance to meet this 28-day time frame, however if for any reason there is a delay with this process, we will ensure to notify you of this and keep you updated with the progress of the investigation.

**The Green Door Clinic is not liable in any way for the acts or omissions of the individual practitioners operating from their address.**

**Any claim relating to an individual practitioner may be lodged with the Managing Director of the clinic who will primarily investigate as a matter of courtesy, although full liability will rest with the practitioner concerned. Please note that we are not liable to accept any blame or responsibility for damage or injury caused outside the premises of 30 Weymouth Street.**

**Please note that other practitioners at the Green Door Clinic will adopt different strategies for assessing patient's needs and are not associated to the practice of Sophie Jane Miller. Details of the fee structure and the appropriate terms and conditions for Sophie Jane Miller may change without notice. This includes details of fees and any insurance companies.**

### **WHAT YOU CAN EXPECT FROM YOUR INITIAL CONSULTATION**

Your initial consultation will consist of an assessment, the purpose of an assessment is to build up an accurate picture of your needs in order to decide whether Mindfulness based Cognitive Therapy is an appropriate treatment plan for you at the time of initial consultation.

### **FEES AND CHARGES WITH SOPHIE JANE MILLER**

#### **SELF-PAY ONLY**

Sophie Jane Miller accepts patients that are self-paying only.

Despite being available on the NHS to prescribe mindfulness in treatment for recurrent depression, currently mindfulness teaching is not covered by most healthcare insurance plans.



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The usual cost of an initial one-to-one consultation is £100.00 and will last for approximately one hour

- As a one-to-one discussion over 8 weeks (or any other period to be discussed) in hourly appointments costing £100 each
- Clients wishing to trouble shoot problems with their existing mindfulness practice will be charged at one-to-one appointment rates for as many sessions as may be required.

The cost of a drop in sitting group consultation (in person at the Green Door Clinic) is £25 per person and will last approximately 60 minutes, depending on the purpose of the meeting - this may held be with a number of other unrelated clients together.

The cost of attending an online sitting session will last approximately 30 minutes, and you are asked to offer Dana (what you think the session has been worth to you, or what you can afford to pay) at your discretion.

The usual cost of a Group course in MBCT is £400 and covers 8 weekly meetings lasting 2 hours long, usually with a closed group of individuals you may not already know.

Your consultation fee should be paid on day of your appointment by bank transfer to the account details supplied by Sophie Jane Miller, by PayPal to 07775645628, or in person using an electronic payment card, via a SumUp terminal.

Please be aware that it will be your responsibility to settle any unpaid fees with Sophie Jane Miller.

Please be aware that Sophie Jane Miller reserves the right to change and increase her consultation fees at any time, without any given notice. All consultations will be at the current rates applicable on the date of the appointment.

### **LATENESS POLICY**

All of our in-clinic appointments with Sophie Jane Miller are booked by fixed hourly time slots. We do understand that on occasion patients may be late for an appointment, however it will be your responsibility to contact us to inform us if you are unable to meet your appointment time by telephone: 0777 564 5628.

It will be under your discretion whether you wish to still attend the appointment, however there will be no adjustments made to the appointment time. If you do wish to attend your appointment, your appointment will finish at the time it was originally booked for. As we run a highly busy clinic, this leaves us with very little room to accommodate late comers. We respect that each patient has pre-booked their appointment to see Sophie Jane Miller for a specific time and therefore do our absolute best in ensuring we are punctual and meeting the expectations of our patients.

**Please also be aware that if you wish to attend the shorter appointment due to lateness, you will still be charged for the full appointment time.**

Sophie Jane Miller makes every effort to be punctual with individual appointment times, but on occasion may be delayed in a consultation. If this does occur prior to your appointment, we take responsibility for this and will ensure you will get your full appointment time, however if you leave before 30 minutes of waiting the full consultation charge will be payable by you.



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### **TELEPHONE ENQUIRIES**

In some cases, patients may want to consult with Sophie Jane Miller by telephone to discuss treatment plans, a change in circumstances, or any other health related queries that may arise. Due to our appointment structure with inpatients that have already pre-booked their appointments, it is not usually possible for Sophie Jane Miller to take telephone queries at the time you call.

All telephone queries are subject to availability.

In a case of an emergency or a serious medical matter that requires urgent medical attention please contact emergency services on 111 or 999.

### **EMAIL ENQUIRIES**

We do understand that for the majority of clients, emailing may be the most convenient method of communication to use when attempting to contact Sophie Jane Miller. Please be aware that emails are not a completely secure method of communication and we recommend that you refrain from disclosing any sensitive or confidential information through email.

Should you choose to email Sophie Jane Miller directly, we cannot be held responsible for what you choose to include in your email or any problems you experience with your email system. Please note that Sophie Jane Miller is not permitted to give you access to any personal email addresses(s) unless she chooses to do so with permission of the third party concerned.

All contact should be made to [sophie@solephilosophy.co.uk](mailto:sophie@solephilosophy.co.uk)

Sophie Jane Miller may not always be able to review and respond to any emails prior to consultation and we are unable to provide set response times due to the demands of the clinic.

### **DATA PROTECTION FOR CLIENTS OF SOPHIE JANE MILLER**

**Please note that we do not directly harvest or take data from the SolePhilosophy.com website. We do not buy and sell information from third parties and won't pass on details to anyone without your express written consent, except in an emergency medical situation.**

Sophie Jane Miller is registered with the Information Commissioners Office in the UK and adheres to the UK Data Protection rules specified in the GDPR (General Data Protection Regulations) which cover both the UK and European countries. Sophie Jane Miller will collect your consent in writing to appear on her database of clients, and in relation to marketing of similar activities related to Mindfulness or any other coaching business undertaken by Sole Philosophy, after your initial meetings or studies in Mindfulness Based Cognitive Therapy with Sole Philosophy.

### **CLINIKO**

The database which Sophie Jane Miller uses to register and hold secure patient information is called Cliniko which is an encrypted site based in Australia. This means that your data will be kept securely and is encrypted in Australia by Cliniko. Please see <https://www.cliniko.com/policies/terms>

Upon your registration with Sophie Jane Miller, we will keep a record of medical and non-medical personal details for your record such as; your name, address, date of birth, telephone(s), email address(s). Please note that clients of other practitioners working from the Green Door Clinic may decide to hold different details on their records, which are not accessible to staff or other practitioners. Any clinical data stored on our secure database can be accessed only by Sophie Jane Miller.



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In some cases, patients may be seeing more than one therapist or clinician and may want to share details of their sessions with any of the other practitioners who are dealing with their care. Patients have the right to request that we share your details with another practitioner, however we follow strict guidelines when sharing information and can only fulfil this request with written and signed confirmation from the patients themselves, clearly stating their consent.

### **THE RIGHT TO BE FORGOTTEN.**

Under Article 17 of the General Data Protection Regulations (GDPR), as enacted and varied from time to time under English law, it is an individual's right to have their personal data erased on specific request. The right to erasure is also known as 'the right to be forgotten'. Please be aware that this right is not absolute and only applies in certain circumstances. There is a strong presumption that as secure personal medical records held by Sole Philosophy Mindfulness will maintain its records for you in archive rather than be deleted in its entirety. In order to gain an understanding of your rights in more depth you can visit: <https://www.eugdpr.org/the-regulation.html>

Please be aware that if you have not attended or communicated with Sophie Jane Miller, over the period of two calendar years it will be assumed that you have been discharged from our services. Although we are unable to delete any personal medical clinical records, patients that have not been seen for over two calendar years since their last appointment with Sophie Jane Miller will be automatically archived on the Cliniko database. Should you wish to resume treatment at any time, we are still able to restore and have access to your files.

### **INFORMATION REQUESTS**

Under the practice of the GDPR, individuals have the right to obtain access to their personal clinical information. Sophie Jane Miller can arrange to provide copies of documents held electronically free charge for you. Please be aware that in line with the practice of the GDPR we are still entitled to charge reasonable administrative-cost fee if further copies are requested for any data that is 'manifestly unfounded or excessive'.

**These terms and conditions were last reviewed by Sophie Jane Miller as of 1 May 2020.**



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