



Dr Lisa Butterworth-Salmon  
Speech and Language Therapy

## Terms and Conditions

These Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event of a disagreement. Please read these terms and conditions in conjunction with my Privacy Policy and consent form. The consent form needs to be signed and returned to me before the first appointment.

### Therapeutic services

You will receive a confirmation letter containing details of your child's first appointment. This letter will include the date, time location and fee for this appointment. You will be sent a copy of my terms and conditions, privacy policy and consent form. The consent form needs to be signed and returned to me before the first appointment. At or following the first appointment, I will explain whether your child requires further speech and language therapy support. This may include further assessment, advice, or therapy. I will let you know if I have the correct skills and experience to meet your child's needs. I will signpost you to other professionals if necessary. Therapy appointments may take place in your home and/or your child's school / pre-school. Therapy sessions last an hour unless agreed otherwise. This hour may include direct work with your child, discussion of progress, demonstration or explanation of follow up activities with parents and or education staff and writing up notes. Advice may take the form of a programme of activities to support your child's developing skills, this may be to advise you of activities you can do at home and / or activities that can be delivered by educational staff. All therapeutic support will be discussed with you and agreed in advance.

### Payment

Payment for the initial appointment must be paid in advance. My preferred method of payment is via bank transfer. Account details will be provided on my invoice for services.

Fees for further appointments and programmes, additional reports, meetings or visits will be invoiced once completed, and must be paid within 10 days of the invoice date. I will seek your agreement prior to undertaking any additional work that will incur further fees. Please see 'Fee Structure' on [www.lisabsalmonslt.co.uk](http://www.lisabsalmonslt.co.uk) for current fees. The costs of travel to and from assessment and therapy sessions have been included within the fees quoted.

In the event of non-payment I will contact you to remind you that payment is overdue. If an invoice is not paid with a further 7 days thereafter, you will receive written notice that therapy is suspended pending payment in full.

### Cancellation

If a parent / carer needs to cancel an appointment, a minimum of 24 hours notice must be given. There will be no fee charged in this case. If an appointment is cancelled with less than 24 hours notice, the full appointment fee will be charged. In the instance where a parent is funding intervention for a child being seen in an educational setting, if the education setting cancels an

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appointment with less than 24 hours notice parents will be charged. If the therapist is unable to attend an appointment, the maximum possible notice will be given and no charge will be incurred. The appointment will be rescheduled at the next possible convenient time.

### **Safeguarding**

I hold an enhanced DBS disclosure. You may request to see this at any time. In the event of a safeguarding concern, where your child or another person is at risk of harm. I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

### **Email communication**

Parents and carers need to be aware that email is not a 100% secure method of communication. With the consent of parents / carers email will be used for correspondence and to send letters, reports and other documents to you and other identified professionals, as needed. Documents containing sensitive or easily identifiable information will be password protected and saved in Printed Document Format (PDF). A separate email or text will be sent with the password for the report.

### **Liaison with other professionals**

In order to offer the best service to your child it is often necessary to liaise with other professional's. This may include an NHS Speech and Language Therapist, school or nursery staff, your GP, other medical or education staff.

All clients are eligible for speech and language therapy within their local NHS trust. Clients that are currently receiving therapy from an NHS therapist or are on the waiting list must inform the therapist. I will inform the NHS of my involvement and aim to work collaboratively with them. The NHS has a duty of care to provide speech and language for a child on their caseload, and this will not be affected by any independent therapist involvement.

### **Data and security**

In the best interests you and your child, personal information is treated confidentially in accordance with the General Data Protection Regulations 2018. Information is stored on a secure electronic system called "Power Diary". Information will only be shared with parents / carers consent, unless required to do so by law. As a registered professional clinician, I am also bound by the confidentiality of information standards set out by the Health Care Professionals Council and the Royal College of Speech and Language Therapists. I am also registered with the Information Commissioners Office and practice in accordance with the Data Protection Act 2018, and GDPR. You can view my registration by visiting [www.ico.org.uk](http://www.ico.org.uk)

### **Complaints Procedure**

It is my aim is to provide my services in an empathetic and diligent manner. If you have concerns about any aspect of my services, please do not hesitate to discuss this with me in the first instance. Please see my Privacy Policy for further details about how you can go about this. You can also contact the Association of Speech and Language Therapists in Independent Practise

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who are able to deal with such matters. Please refer to the association's website at [www.helpwithtalking.com](http://www.helpwithtalking.com). The association's procedure has been drawn up in line with the Royal College of Speech and Language Therapists Professional Conduct Procedure and with the NHS Complaints and Disciplinary Procedures of Health Care Providers.

### **Medico-legal / Tribunal Work**

At this time no clients will be taken on to support medico-legal or tribunal processes.

**Policy date: August 2025**

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