

OPTIMISE
Healthcare Group



Psychiatry & Psychology Services

Patient Information

Please read this booklet carefully and ensure you are familiar with the information prior to booking your assessment

Who We Are

Optimise Healthcare Group is a private outpatient mental health clinic, dedicated to providing high-quality care tailored to individual needs.

We offer a comprehensive range of assessments and treatments for various mental health conditions. In addition, we collaborate with select NHS services to support the assessment and treatment of Autism and ADHD.

Founded by experienced medical professionals, our mission is to deliver safe, effective, and efficient care in a supportive environment.

As a psychiatry-led service, we bring specialist expertise to every stage of the mental health assessment and treatment process.

If we are not a suitable service for you

In some cases, Optimise Healthcare Group may not be the most suitable service to meet your clinical needs particularly if you require a higher level of care, more intensive support, or ongoing intervention.

If our team feels that we are unable to safely manage your care, we will support you by referring you to a more appropriate service in your local area. This may include your GP, NHS crisis services, or other relevant NHS mental health teams.

For urgent support and safeguarding information, please visit our “Help in a Crisis” page, where you’ll find guidance on how to access NHS and emergency services.





Consent to Share Information

If you would like a parent, partner, or friend to speak with us on your behalf whether to arrange appointments or enquire about your care we will need your written consent first.

To protect your privacy, our admin team cannot discuss your care with anyone without your prior consent.

A consent form can be completed online via the link included in your confirmation email. This process helps us maintain strict confidentiality throughout your care journey.

If you're having trouble locating the link to the consent form, please get in touch with our team and we'll be happy to send it to you directly.

For more information on how your data is handled, please refer to our Privacy Policy on our website at www.optimisehealthcaregroup.co.uk

Please note: All final reports are shared with your GP to support overall risk management and ensure a holistic approach to your ongoing care. If you do not consent for the sharing of information with your GP, we are unable to initiate treatment for you.

Referrals

Patient's can enter into our service via one of the following routes:

GP referral

Self Referral

Referrals can be sent to:
Private@optimisehcg.co.uk

Important Information

Please note that we do not provide:

- Fit-to-work reports
- Medico-legal reports for court proceedings or legal hearings
- DWP forms or forms related to disability benefits

Our reports are intended for clinical purposes only, to support your ongoing care and treatment planning.

Reports are based solely on information provided before or during your appointments. Any information submitted after your assessment cannot be included in the final report.

Once a report has been completed and issued, it cannot be amended retrospectively.

Costings

Our pricing structure is clear and transparent for all of our services.

Nurse Screening - £50

Psychiatric Assessment - £500

Follow-up - £220

Psychology Formulation - £175

Therapy Sessions - £150

All appointments must be paid for in full at least **48 hours in advance**. Failure to make payment within this timeframe will result in the appointment being **cancelled**.

Please note that we do not offer payment plans, and no further appointments can be scheduled until any outstanding invoices have been settled. Any appointment cancelled within 24 hours is chargeable.



Psychology VS Psychiatry

Psychology

Focuses on emotional well-being

Talking therapy (e.g. CBT, ACT, trauma therapy)

Helps with coping strategies, behaviour change and emotional understanding

Cannot prescribe medication

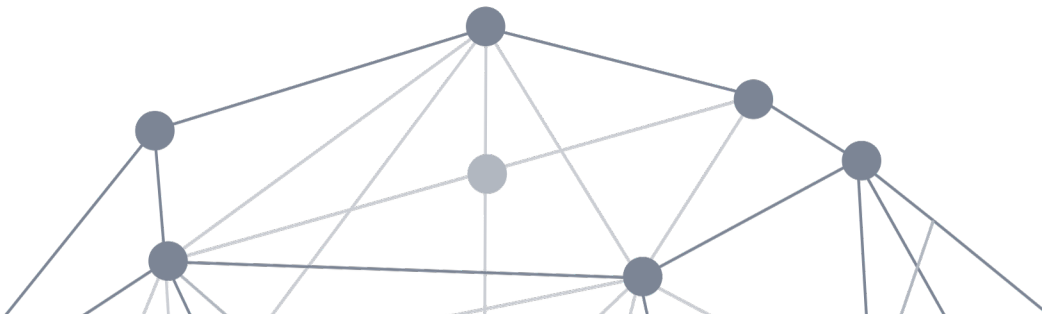
Psychiatry

Focuses on the medical and biological aspects of mental illness

Can prescribe and manage medications

Manages complex health diagnoses and medication

Sometimes, many people benefit from seeing both a psychologist and a psychiatrist as part of their care.



Psychology

Our psychology services are here to support your mental and emotional well-being through evidence-based therapies and compassionate care.

Psychology focuses on how we think, feel, and behave, helping people to better understand themselves and manage life's challenges.

We offer evidence-based therapies including Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), and Compassion Focused Therapy (CFT).

What is Psychology?

Psychologists are trained professionals who specialise in understanding how the mind works and how thoughts, emotions, and behaviours are connected. They are experts in providing talk based therapies (also known as psychotherapy) to help individuals cope with a wide range of issues. Unlike psychiatrists, psychologists do not prescribe medication. Instead, they use structured therapeutic approaches to help people develop strategies for improving mental health and emotional resilience.



What to Expect from a Psychology Session

In your first session, a psychologist will:

- Listen to your concerns in a safe and confidential space
- Ask questions to understand your experiences and goals
- Work with you to develop a therapy plan tailored to your needs
- Explain the type of therapy they use and how it can help

Therapy is a collaborative process, and ongoing sessions will focus on building skills, gaining insight, and supporting you to make meaningful changes.

Psychiatry

At our clinic, we offer dedicated psychiatry services to support your mental health through medical assessment, diagnosis, and treatment.

What is Psychiatry?

Psychiatry is led by medical doctors known as psychiatrists, who are trained to understand the complex relationship between emotional illness and physical health.

Because they are medical doctors, psychiatrists can:

- Diagnose mental health conditions
- Prescribe and manage medications
- Offer medical treatment plans
- Monitor the impact of medication and adjust as needed
- Provide referrals or collaborate with other mental health professionals

What to expect in your appointment with a Psychiatrist

During your initial consultation, a psychiatrist will:

- Review your medical and mental health history
- Ask about current symptoms
- Discuss treatment options, including medication if appropriate
- Answer any questions or concerns you may have

Ongoing follow-up appointments may focus on how you are responding to treatment and making adjustments to your plan as needed



How to Get Started

Nurse-Led Screening Appointment

Before seeing one of our psychiatrists or psychologists, all patients must first attend a 30-minute virtual screening appointment with a registered mental health nurse.

Once you have booked this appointment, you will be sent some questionnaires to complete including our 'consent to share' document and 'pre-consultation form'.

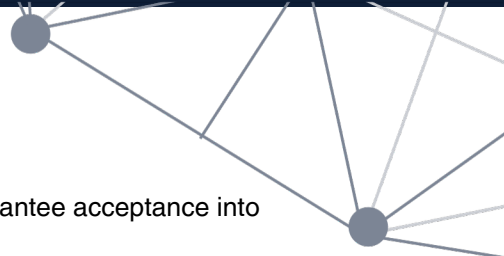
We may require your consent to share information with your GP. Without this consent, we may be unable to proceed with further appointments, as your GP plays a vital role in ensuring continuity of care between primary and private services.

Why is this appointment required?

This appointment is a required first step to help us understand your needs and determine whether our service is the most appropriate fit for you.

The nurse screening helps us to:

- ✓ Assess your current mental health needs and concerns
- ✓ Identify any immediate risks or safety issues
- ✓ Provide appropriate signposting or alternative support if needed
- ✓ Ensure you are matched with the right clinician or service



Please note...

Attending a nurse screening does not guarantee acceptance into our psychology or psychiatry services.

Following the assessment, we may:

- Offer you an appointment with one of our psychiatrists or psychologists
- Recommend another type of support or service more suited to your needs
- Provide immediate guidance or signposting based on risk and clinical priority

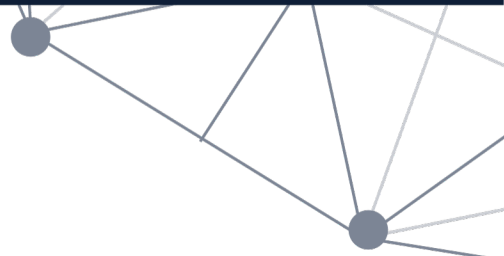
Medication & Prescriptions

Please note that medication will only be issued following attendance at a follow-up appointment, where it is clinically appropriate to do so.

If medication is prescribed, a follow-up appointment is required within 4–6 weeks to review how you are responding to the treatment and ensure it remains safe and appropriate. This follow-up appointment comes at an additional cost.

We do not prescribe shared care medications - such as antipsychotics - as these require ongoing monitoring and support that falls outside the scope of our service. If such medications are indicated, we will refer you back to your GP for an appropriate referral to NHS mental health services, who can provide the higher level of input and monitoring required.

Our priority is to ensure that any medication is prescribed safely and that you receive the right level of care for your individual needs.



Non-attendances and Cancellation Policy

What constitutes a DNA?

- Arriving more than 10 minutes late for your appointment, for any reason
- Cancelling within 24 hours of your scheduled appointment
- Attending from an unsuitable location, such as a place that is not private or appropriate for a confidential consultation

Please note: This is not an exhaustive list. Other situations may also be considered DNAs at the discretion of the clinical team.

Repeated Non-Attendance

If you miss two consecutive appointments, you will be discharged from the service and referred back to your GP for ongoing care.

For Private/Self-Funded Patients

All non-attended appointments are subject to full payment. No further appointments will be scheduled until all outstanding invoices are settled.

Technical Issues

If you are concerned about potential technical issues or trouble accessing the video link, we are happy to arrange a practice call in advance. Please contact the clinic to set this up.

FAQs

Can my appointment be a phone call?

No, we do not offer telephone appointments for any of our services. We offer both face to face appointments and video calls for those unable to travel to our clinic.

Who do I contact if I want to rearrange my appointment or change my mind?

Please contact either our phone lines on 01925 691 502 or use our email address info@optimisehcg.co.uk to rearrange / cancel any appointments. Charges will still apply if appointments are changed or cancelled less than 48 hours before your appointments.

Can I pay in instalments?

Unfortunately, we cannot offer payment plans and all assessments/treatments will be payable in full 48hrs prior to your appointment.

Is there wheelchair access?

Yes, we are wheelchair accessible

Is there parking at the clinic?

Yes, there is private parking in the front of the clinic.

When will I receive my full assessment report?

Reports can take up to 10 working days to be completed. You will first receive a draft copy to review and confirm its accuracy. Once we receive your feedback and any amendments by email, please allow up to 5 additional working days for the final formatted report to be sent.



Help in Crisis

Emergency Crisis Services

If you feel you are unable to keep yourself safe and require immediate support, please call 999 or attend your local A&E department

Local Crisis Services

Contact 111 for details of crisis services in your local area

You can call any of the following if you feel you need to talk to someone but are not in a crisis:



Samaritans - *phone:* 116 123

Papyrus - *phone:* 0800 068 41 41

CALM - *phone:* 0800 58 58 58

SHOUT - *Text* (85258)

Safeguarding

If you believe that you or someone you care for is vulnerable or at risk of harm, neglect, exploitation, or abuse, it is important to seek help promptly. Anyone can make a referral to their local safeguarding team.



If you or a family member are at risk, please reach out for support without delay. You can contact your GP, local safeguarding team, or appropriate authorities who are trained to assist in these situations. Additionally, you can call 111 for crisis support, safeguarding advice, and to be directed to relevant services.

If there is an immediate or imminent risk to you or a loved one, please call 999.

You can find contact details for your local safeguarding services here:

<https://safeguarding-guide.nhs.uk/contacts/>





Ready to book
your assessment?
Get in touch today!

01925 691 502

info@optimisehcg.co.uk

optimisehealthcaregroup.co.uk

