

Terms and Conditions

Fees and Services

Assessment and treatment of Speech and Language strengths and needs will be carried out by Susie Wiggins. I do not offer services in the area of second opinions, tribunals or medico-legal work/reports.

- Initial assessment and report **£240**

Approximately 60-90 minutes appointment. This will include formal and/or informal assessment, observations and discussion with parent and/or educational staff. The type of assessment and therapy (if required) will be determined by your child's needs. Assessment sessions can take place at the child's home or educational setting. A written report will be completed after initial assessment, summarising findings and detailing recommendations/advice as appropriate for your child.

- Further detailed assessment **£82 per hour**

In some cases, further detailed assessment may be required either at the child's home or educational setting. Before any additional assessments take place, they will be discussed and agreed with you. Extra assessment hours are charged at the hourly rate.

- Standard therapy session (weekly/fortnightly/monthly) **£82**

Approximately 45-60 minutes. This includes time spent with the child, parent/carer or teaching staff. The fee also includes time spent outside the therapy session preparing materials, planning and liaising with parents and other professionals. The frequency of therapy sessions will be discussed and agreed with you and these may change over time according to your child's needs. Therapy sessions can take place at the child's home or educational setting.

- Review assessment (45-60 minutes) **£100**

A review session may be required following a block of therapy or period of time away, or if reviewing targets on a termly or half-termly basis. It may involve informal or formal assessment, and helps measure progress and set new targets going forward.

- Meetings **£82 per hour**

If you wish for me to attend any meetings to discuss your child's speech and language skills, these will be charged at the hourly rate.

- Additional charges **£60 per hour**

There may be additional charges for reports produced for meetings e.g. annual reviews, or transition meetings, and for additional resources e.g. a personalised communication book.

- Travel charge

No fee will be charged for the first 20 minutes of travel to appointments. After this, travel time is charged at £60 per hour, pro rata. Excess charges only apply for journeys to an appointment. All journeys are calculated from my home in Petersfield, GU32 2DP.

Cancellation

Please give a minimum of 24 hours notice when cancelling appointments wherever possible. Less than 24 hours notice may result in the full rate being charged for that session. If no notice is given and the session is not able to go ahead, you will be charged the full session rate. This includes if a child is unwell from school or a visit is made to your home and you are not there. It is parents responsibility to inform me of any planned school trips or holidays which may impact my visiting your child in school.

In the event that I need to cancel a session, I will let you know with as much notice as possible (ideally 24 hours) and I will rearrange the session with you to a mutually convenient time.

Parent involvement

Parents/carers are expected to remain present throughout sessions at home. It is important that the home environment is free of distractions including the TV or radio switched off. Pets are requested to be out of the immediate area where the session is taking place. If appointments are carried out at in a preschool or school, a suitable space must be found and it is preferable for a member of staff to be present or at least be available to feed back to following the session. If this is not possible on a regular basis then SLT visits will not be able to continue.

Parents/carers play a key part in their child's therapy and they are expected to carry out activities provided between sessions in order to see maximum progress.

Payment

Invoices will be sent by email within a week after the initial assessment. Going forward invoices will then be sent at the end of every month for sessions that have taken place during that time, and any services provided e.g. reports completed. Fees should be paid within 7 days of receipt of the invoice. Payment may be in cash or online via bank transfer. If payment is not received within 7 days, a reminder will be sent. If payment is not received following a second reminder, then a late fee of £25 will be added to the invoice and future appointments will be suspended until payment is received.

Parents/carers using private health insurance are responsible for settling the invoice and then claiming from the insurer concerned. I do not accept direct payment from health insurance companies. It is advisable to check the level and nature of your cover with your insurer before agreeing to therapy.

Liaising with other professionals

To ensure that everyone who is working with your child is aware of their progress, it is recommended that I liaise with others. This may include your child's NHS Speech & Language Therapist, education or medical staff. You will be asked to give your permission for this. Parents will be required to sign a copy of the Consent form indicating their agreement prior to the initial assessment appointment.

Discharge Criteria

Therapy may be ended by you/your child at any time. The therapist may discharge your child for reasons including:

- Your child's speech and language skills are within the average range expected for their age.
- Your child has achieved their targets.
- Your child is no longer making progress.
- Non-compliance, e.g. frequently cancelled appointments or suggested activities not being carried out.
- All appropriate strategies are in place and advice has been given.
- Intervention is not deemed appropriate by the therapist.
- It is not felt that the therapist is the right person to treat your child.
- Frequent late payment or payment is not received.

Concerns/Complaints

If you have any concerns, please direct them to me in the first instance and hopefully we can resolve any issues together. If however, you do not feel this is the case, and you wish to instigate a formal complaint, then you can contact the Association of Speech and Language Therapists in Independent Practice for further advice.

Data Protection

Information including biographical information, medical notes and reports will be securely stored electronically in line with data protection laws. This information may include personal details, records of interventions and reports which will be used to support your child's speech and language therapy. This data may be shared with yourself on written request and other healthcare or education professionals with your permission (see below).

Information will be treated and stored confidentially and in line with the General Data Protection Regulation (GDPR) guidelines (2018).

At the end of treatment (when the child has been discharged), all records will be kept until your child's 25th birthday (or 26th birthday if they are 17 years old at the end of treatment) according to GDPR guidelines and according to guidance from the Healthcare Professions Council (HCPC). Susie Wiggins is registered with the Information Commissioners Office.

Use of video/photographs

Some assessment and therapy techniques involve the use of video and/or photographs of your child. For example, videoing your child saying certain sounds so they can listen back to themselves and self-monitor their own progress with the production of those sounds. These will be kept safely and confidentially with your child's notes as detailed above.

Safeguarding

In the event of a safeguarding concern, where your child or another person is at risk of harm, the therapist has a legal obligation to share relevant information with professionals in line with the Safeguarding Children's Act 2004.

Review of terms and conditions and fees

Terms and conditions will be reviewed annually and will be subject to change. Fees will also be reviewed annually. You will be notified of any changes, with at least 30 days notice given for fee increases.

Updated 28th July 2026