

# Welcome to your care

Our mission is to help you improve your mental health.

We are caring, thoughtful and scientific.



Dear Patient,

**A very warm welcome to our practice.**

We are truly pleased to welcome you and thank you for choosing us for your care. From your very first interaction, our aim is to provide a calm, considered and highly personalised experience, where you feel supported, informed and completely at ease.

We understand that visiting a new practice can sometimes feel unfamiliar, and our dedicated team is here to guide you every step of the way with discretion, professionalism and genuine care.

To help you prepare for your visit, you will find a selection of frequently asked questions and helpful information below. If there is anything further you would like to know, please do not hesitate to get in touch – we are always happy to assist.

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**Amy Alder**

*Practice Manager*



Dear Patient,

**Thank You for Choosing Bloomfield Health**

At Bloomfield Health, we understand that seeking support for your mental health can be a significant step. We are committed to providing care that is compassionate, evidence-based and tailored to your individual needs.

Our multidisciplinary team works collaboratively to ensure that every patient receives the highest standard of assessment, treatment and ongoing support. We believe that effective mental healthcare is built on trust, partnership and a shared understanding of your goals.

Thank you for choosing Bloomfield Health. We look forward to supporting you on your journey towards improved mental health and wellbeing.

A handwritten signature in black ink, appearing to read 'M Bloomfield'.

**Professor Michael Bloomfield**

*Managing Director & Consultant Psychiatrist*

## Frequently Asked Questions

### **What will happen in my initial assessment consultation?**

In your initial appointment, your clinician will ask questions about the reason(s) you are seeking help, your mental and physical health, wellbeing, history and goals. This helps us build an accurate picture of your needs and plan how we can best support you.

### **What happens after the initial assessment consultation?**

Following your assessment, your clinician will discuss their understanding of your needs and recommend appropriate next steps. This may include treatment with the same clinician, support from another specialist within our multidisciplinary team, or an onward referral where appropriate.

Please note that, depending on the complexity of your presentation and the information required to fully understand your needs, your clinician may recommend more than one assessment appointment before making treatment recommendations. This allows us to gather a comprehensive understanding of your circumstances and ensure that any recommendations are tailored to your individual needs.

Once the assessment process is complete, your clinician will discuss their findings with you, answer any questions you may have, and agree the most appropriate plan for your ongoing care. Following assessment, your clinician may conclude that further information is required before a diagnosis can be made or treatment recommendations can be finalised.

### **What is your cancellation policy?**

We require at least 48 hours' notice for cancellations or rescheduling. Appointments cancelled with less than 48 hours' notice, or missed appointments, will incur a 100% cancellation fee.

### **Duty of confidentiality: What happens with the information I share?**

We store information securely and confidentially. We may share clinically relevant information with professionals involved in your care, including your GP, to ensure safe and effective treatment.

### **Will my GP be informed about my care?**

We generally recommend communicating relevant information to your GP to support safe and coordinated care. This may include assessment findings, diagnoses, treatment recommendations and medication changes. If you have concerns about information being shared, please discuss this with your clinician.

### **Can I request that information is not shared with my GP?**

You may discuss this with your clinician. However, certain safety-critical information may need to be shared to ensure your safety or the safety of others.

### **Would confidentiality ever be broken?**

In exceptional circumstances where there is a risk of harm, we may have a professional duty to share essential information in line with best practice and legal requirements.

### **What is a carer?**

A carer is someone significant in your life who provides support, such as a family member, partner or friend.

### **Will my clinician speak to my carer?**

With your agreement, your clinician may ask to speak with your carer, family member or someone close to you if this would help us better understand how you have been feeling or support your care. We will not share confidential information about your care or treatment without your permission, unless there is a serious concern about your safety or the safety of others and we have a legal or professional duty to do so.

### **Will I receive a copy of my assessment report?**

Yes. A copy of your assessment report will normally be shared with you and can also be provided on request.

### **Can I request a copy of my medical records?**

Yes. Requests should be made in writing via [enquiries@bloomfieldhealth.com](mailto:enquiries@bloomfieldhealth.com). We will respond in accordance with applicable data protection legislation.

**Are appointments face-to-face or virtual?**

We offer both face-to-face and online appointments and will do our best to accommodate your preference where clinically appropriate. Online appointments are available for patients who are physically located within the United Kingdom. To ensure we can provide the safest and most effective care, your clinician may recommend that you attend at least one appointment in person during the course of your treatment.

**Can I request a chaperone for my appointment?**

Yes. Bloomfield Health is committed to ensuring that all patients feel comfortable, respected and supported throughout their care. You are welcome to request a chaperone for any face-to-face appointment. A chaperone is a trained member of staff who can be present during your consultation to provide reassurance, support and an additional safeguard for both you and your clinician.

If you would like a chaperone to be present, we encourage you to let our Concierge Team know in advance of your appointment wherever possible, although requests can also be made on the day. You may also choose to have a family member, friend or carer accompany you to your appointment, subject to your clinician's agreement and the nature of the consultation. Our chaperone arrangements form part of our commitment to providing safe, person-centred care in line with professional standards, safeguarding responsibilities and best practice guidance.

**How do prescriptions work?**

If medication is recommended, your clinician will discuss the benefits, risks and alternatives with you. Prescriptions may be issued privately or your GP may be asked to consider prescribing under a shared-care arrangement where appropriate. The decision to prescribe remains with the clinician responsible for your care.

**Can my clinician provide letters, forms or reports?**

Requests for letters, forms, insurance documentation or other reports may require a separate appointment or incur additional fees. Your clinician will discuss this with you where relevant.

**Where can I find information about your fees?**

Our current fees and charges are available on our website, including consultation fees, prescription charges, report fees and other services that may incur an additional cost. We encourage you to review our fee schedule before your appointments. If you have any questions about fees or are unsure whether a service will incur a charge, please contact our Concierge Team, who will be happy to help.

[View our current Fee Schedule](#)

**What is the best way to contact Bloomfield Health?**

Our Concierge Team can be contacted via telephone on 0207 458 4640 or via email at [enquiries@bloomfieldhealth.com](mailto:enquiries@bloomfieldhealth.com) and will ensure your enquiry reaches the appropriate clinician or team member. Our Concierge Team is available Monday to Friday (excluding public holidays) during office hours.

**How quickly will I receive a response to emails or messages?**

Our Concierge Team aims to acknowledge enquiries as promptly as possible during office hours. However, during busy periods it may not be possible to respond immediately to you. We aim to respond to all emails within two business days. Clinical queries may need to be reviewed by your clinician, and response times can vary depending on clinician availability and the nature of the request. In such cases, we may require more time to respond to your email.

Please note that emails are intended for administrative matters or brief clinical queries. If your email requires your clinician to review your condition, make changes to your treatment plan, provide clinical advice, or undertake work that would normally take place during a consultation, you may be advised to book an appointment or incur an additional fee. Where this applies, we will always discuss any charges with you before any work is undertaken.

**Uvia**

As part of your care, you have complimentary access to Uvia, our wellbeing and support platform, providing resources and support between appointments.

**What should I do if my mental health worsens between appointments?**

Bloomfield Health is not an emergency or crisis service and we cannot guarantee immediate clinical advice between scheduled appointments. If you are concerned about a deterioration in your mental health, please contact our Concierge Team who will pass your message to your clinician. Depending on the nature and urgency of the issue, you may be offered an earlier appointment, directed to another appropriate service, or advised to contact your GP.

**If You Need Urgent Support**

Bloomfield Health is not a crisis service. Please contact your GP, NHS 111, your local mental health crisis team, Samaritans on 116 123, attend A&E or call 999 in an emergency.

**Who should I contact if I am unhappy with any aspect of my care?**

We welcome feedback and take concerns seriously. If you have any concerns about your care, please contact our Practice Manager who will be happy to assist. Information about our complaints procedure is available on request.

**What if there are concerns about my safety or the safety of someone else?**

Bloomfield Health has safeguarding responsibilities towards children and adults at risk. In situations where there are concerns about abuse, neglect or serious harm, information may need to be shared with appropriate agencies in accordance with legal and professional duties.