

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.

aaalder

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.

Professor Michael Bloomfield

Managing Director & Consultant Psychiatrist

Frequently Asked Questions

Your Assessment and Treatment

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 onward referral where appropriate.

Psychiatric assessment is often a process rather than a single appointment. Some people require further assessment appointments, questionnaires, physical health investigations or information from other healthcare professionals before a diagnosis or treatment recommendation can safely be made.

This allows us to develop a thorough understanding of your circumstances and ensure that any recommendations are accurate, personalised and clinically appropriate.

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.

Why do you ask about my physical health?

Mental and physical health are closely connected.

Your clinician may ask about your medical history, current medication, allergies, blood pressure, weight, blood tests, ECGs or other aspects of your physical health where these are relevant to your assessment or treatment.

This helps us ensure that any diagnosis, treatment recommendations or medication can be provided safely.

What if my circumstances change during treatment?

Please let us know if there is any significant change in your circumstances.

This includes if your symptoms worsen, you are admitted to hospital, you move GP, become pregnant, start new medication, develop a significant physical health problem or experience changes that may affect your care.

Keeping us informed helps us provide safe, coordinated treatment.

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.

Working together to keep you safe

At Bloomfield Health, we believe that the safest and most effective mental healthcare is delivered when healthcare professionals work together.

Where clinically appropriate, we may communicate with your GP and other healthcare professionals involved in your care to ensure that assessments, prescribing, treatment planning, risk management and ongoing care are coordinated safely. This helps us provide the highest standard of care and supports continuity between services.

Wherever possible, we will involve you in decisions about information sharing and explain why it is important. We only share information that is relevant and necessary for your care.

Your care is a partnership

The best outcomes are achieved when patients and clinicians work together.

We encourage you to ask questions, share any concerns and tell us about changes in your health or circumstances. By working together and communicating openly, we can make informed decisions and provide care that is safe, personalised and effective.

Confidentiality and Information Sharing

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

We understand that the information you share with us is personal and sensitive. Protecting your confidentiality is fundamental to the care we provide.

Your information is handled securely and in accordance with UK GDPR, the Data Protection Act 2018, the common law duty of confidentiality and our Privacy Notice.

We only obtain, use and share information that is relevant and necessary for your care or where we have a professional or legal duty to do so.

Will my GP be informed about my care?

We normally communicate relevant information with your GP because this is an important part of providing safe psychiatric care.

Depending on your individual circumstances, this may include information about your assessment, diagnosis, treatment recommendations, medication, physical health monitoring or any significant risks that are relevant to your ongoing care.

We encourage you to discuss any questions or concerns about information sharing with your clinician.

Can I request that information is not shared with my GP or other healthcare professionals?

We understand that some patients have concerns about information being shared and we encourage you to discuss these with your clinician.

Wherever possible, we will respect your wishes and take your preferences into account.

However, communication with your GP and, where appropriate, other healthcare professionals is an important part of providing safe psychiatric care. If communication is clinically necessary, or we have a professional or legal duty to share information, we may need to do so even if you would prefer that we did not.

If communication that is necessary for your safe care cannot take place, we may be unable to start or continue your treatment.

Will you contact other healthcare professionals involved in my care?

Where appropriate, we may communicate with the healthcare professional who referred you, NHS mental health teams, crisis services, liaison psychiatry teams, inpatient units or other professionals involved in your care.

This helps us provide safe assessment, treatment, prescribing, crisis planning, safeguarding, risk management and continuity of care. We

only share information that is relevant and proportionate to your care.

Are there circumstances where information may be shared without my agreement?

In most situations we will discuss information sharing with you.

However, there are circumstances where we have a professional or legal duty to obtain or share information without your agreement. These include situations involving safeguarding concerns, serious risk of harm to yourself or others, certain legal requirements, or where information sharing is necessary to provide safe healthcare.

Whenever possible, we will explain these decisions to you.

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.

Appointment and Practical Information

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 to 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. For your safety, your clinician may ask you to confirm your current location at the start of each online appointment. 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 where appropriate for the nature of the consultation. This feels more collaborative and less restrictive. 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.

Can I request an advocate?

Yes. We want you to feel supported throughout your care with Bloomfield Health.

If you would like additional support to help you understand information, communicate your views, or make decisions about your care, you may be able to access an independent advocacy service. An advocate is there to support you in expressing your wishes and ensuring your voice is heard. They do not make decisions on your behalf.

If you would like more information about our advocacy services or would like help accessing an advocate, please contact our Concierge Team on enquiries@bloomfieldhealth.com or 0207 458 4640. They will be happy to discuss your options and signpost you to the most appropriate service.

Do you need an interpreter or information in another format?

We want you to understand and take part fully in your care. Please tell our Concierge Team if you need:

- A professional interpreter, including your preferred language and dialect
- British Sign Language support
- Information in Easy Read, large print or audio format
- Any other communication support or reasonable adjustment

Where possible, please tell us about your needs when booking your appointment. We will discuss your requirements and preferences with you and arrange appropriate support. You can also tell us at any later stage if your needs change.

For clinical appointments, we normally use an appropriately qualified professional interpreter rather than relying on a family member or friend. This supports accurate communication and helps protect your privacy, confidentiality and safety.

With your agreement, we will record your communication needs so that appropriate arrangements can be made for future appointments.

Please contact our Concierge Team before your appointment where possible:

Telephone: 020 7458 4640

Email: enquiries@bloomfieldhealth.com

هل تحتاج إلى مترجم فوري؟

يُفضل، يُرجى إبلاغ فريق الكونسيرج باللغة واللهجة التي تستخدمها، وأي احتياجات أخرى لديك تتعلق بالتواصل. يمكنك أن تطلب منا ترتيب مترجم فوري محترف لموعدك متى أمكن، التواصل معنا قبل موعدك

الهاتف: 020 7458 4640

البريد الإلكتروني: enquiries@bloomfieldhealth.com

يمكنك أيضًا طلب الحصول على المعلومات بصيغة أخرى

Avez-vous besoin d'un interprète ?

Vous pouvez nous demander d'organiser la présence d'un interprète professionnel lors de votre rendez-vous. Veuillez indiquer à notre équipe de conciergerie la langue et le dialecte que vous utilisez, ainsi que tout autre besoin en matière de communication. Dans la mesure du possible, contactez-nous avant votre rendez-vous :

Téléphone : 020 7458 4640

E-mail : enquiries@bloomfieldhealth.com

Vous pouvez également demander à recevoir ces informations dans un autre format.

Benötigen Sie einen Dolmetscher oder eine Dolmetscherin?

Sie können uns bitten, für Ihren Termin einen professionellen Dolmetscher oder eine professionelle Dolmetscherin zu organisieren. Bitte teilen Sie unserem Concierge-Team mit, welche Sprache und welchen Dialekt Sie sprechen und ob Sie weitere Unterstützung bei der Kommunikation benötigen. Kontaktieren Sie uns nach Möglichkeit vor Ihrem Termin:

Telefon: 020 7458 4640

E-Mail: enquiries@bloomfieldhealth.com

Sie können diese Informationen auch in einem anderen Format anfordern.

Czy potrzebujesz tłumacza?

Możesz poprosić nas o zorganizowanie profesjonalnego tłumacza na Twoją wizytę. Poinformuj nasz Zespół Concierge, jakim językiem i dialektem się posługujesz oraz czy masz inne potrzeby związane z komunikacją. W miarę możliwości skontaktuj się z nami przed wizytą:

Telefon: 020 7458 4640

E-mail: enquiries@bloomfieldhealth.com

Możesz również poprosić o udostępnienie tych informacji w innym formacie.

Precisa de um intérprete?

Pode pedir-nos que providenciemos um intérprete profissional para a sua consulta. Informe a nossa Equipa de Concierge sobre a língua e o dialeto que utiliza, bem como sobre quaisquer outras necessidades de comunicação. Sempre que possível, contacte-nos antes da sua consulta:

Telefone: 020 7458 4640

E-mail: enquiries@bloomfieldhealth.com

Também pode solicitar estas informações noutro formato.

Вам нужен переводчик?

Вы можете попросить нас организовать услуги профессионального переводчика для вашего приёма. Пожалуйста, сообщите нашей команде консьерж-сервиса, на каком языке и диалекте вы говорите, а также о любых других потребностях, связанных с общением. По возможности свяжитесь с нами до вашего приёма:

Телефон: 020 7458 4640

Электронная почта: enquiries@bloomfieldhealth.com

Вы также можете попросить предоставить эту информацию в другом формате.

¿Necesita un intérprete?

Puede pedirnos que organicemos un servicio de interpretación profesional para su cita. Indique a nuestro equipo de Concierge qué idioma y dialecto utiliza, así como cualquier otra necesidad de comunicación que tenga. Siempre que sea posible, póngase en contacto con nosotros antes de su cita:

Teléfono: 020 7458 4640

Correo electrónico: enquiries@bloomfieldhealth.com

También puede solicitar esta información en otro formato.

您需要口译员吗？

您可以要求我们为您的预约安排专业口译员。请告知我们的礼宾服务团队您使用的语言和方言，以及您在沟通方面的任何其他需求。如条件允许，请在预约前联系我们：

电话：020 7458 4640

电子邮箱：enquiries@bloomfieldhealth.com

您也可以要求我们以其他格式提供这些信息。

您需要傳譯員嗎？

您可以要求我們為您的預約安排專業傳譯員。請告知我們的禮賓服務團隊您使用的語言和方言，以及您在溝通方面的任何其他需要。如情況許可，請在預約前聯絡我們：

電話：020 7458 4640

電郵：enquiries@bloomfieldhealth.com

您亦可以要求我們以其他格式提供這些資訊。

How do prescriptions work?

If medication is recommended, your clinician will discuss the expected benefits, possible side effects, alternative treatment options and any monitoring that may be required.

Where appropriate, prescriptions may be issued privately or your GP may be asked to prescribe medication under a shared-care arrangement. The decision to prescribe always remains with the clinician responsible for your care.

Safe prescribing may involve communication with your GP or other healthcare professionals involved in your treatment.

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 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. During busy periods, it may not always be possible to respond immediately, but we aim to reply to emails within two business days.

Clinical enquiries may need to be reviewed by your clinician and response times can vary depending on clinician availability and the nature of your request.

Please note that email is intended for administrative matters or brief clinical queries. Requests requiring detailed clinical advice, review of your condition, changes to treatment, completion of reports or forms, or other significant clinical work will usually require an appointment and may incur additional fees.

If your concern is urgent, please do not wait for an email response. Please follow the urgent support guidance below.

If You Need Urgent Support

Bloomfield Health is not an emergency or crisis service.



If you believe that you or someone else is at immediate risk of serious harm, call 999 or attend your nearest Accident & Emergency Department immediately.

If you require urgent mental health support, please contact your GP, NHS 111, your local NHS Mental Health Crisis Team or Samaritans on 116 123.

Please do not rely on email or voicemail if you require urgent assistance.

Your Rights and Feedback

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

We are committed to providing the highest standard of care and continually improving our service.

If something has not met your expectations, we encourage you to let us know so we can understand your concerns and work with you to resolve them promptly.

Please contact our Practice Manager, who will be pleased to assist you. 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.