Welcome to your care

Our mission is to help you improve your mental health.

We are caring, thoughtful and scientific.

BLOOMFIELD HEALTH



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.

aalder

Amy Alder

Practice Manager

BLOOMFIELD HEALTH



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

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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. 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, 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.

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.

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

Where you intend to fund your treatment through private medical insurance, it is your responsibility to ensure that your policy provides appropriate cover for the services you receive at Bloomfield Health, including obtaining any necessary pre-authorisation from your insurer. Please note that pre-authorisation or confirmation of cover does not guarantee that your insurer will settle an invoice in full.

You remain responsible for paying any outstanding balance to us, including policy excesses, shortfalls or treatments not covered by your policy, irrespective of the policy agreement you have with your insurer.

Where an outstanding balance arises, we will notify you and provide details of the amount payable. Payment will be required in accordance with our payment terms.

We recommend that you confirm the extent of your cover directly with your insurer before booking or proceeding with treatment. Bloomfield Health cannot guarantee payment by your insurance provider.

BLOOMFIELD HEALTH

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. 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

If You Need Urgent Support
Bloomfield Health is not a crisis service. We would suggest one of the following options depending on the situation:

• Attend the nearest Emergency (A&E) department or call NHS 111
• Contact your NHS mental health crisis team. You can find their contact details here https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline
• Contact your GP who may be able to assist
• Call 999 if you need an ambulance
• The Samaritans helpline: 116 123 – Open 24 hours a day, seven days a week, free to call from home or mobile number, and won't show on phone bills. Visit: samaritans.org
• SANEline, a specialist mental health helpline: 0300 304 7000 - Open every day of the year from 4.30pm to 10.30pm.

International:
International Association for Suicide Prevention
Visit: Suicide Hotlines & Crisis Helplines | Free, 24/7 Chat, Text & Phone

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.