

Student Access to Mental Health Support (SAMHS) University Counselling Service (UCS), and Disability and Dyslexia Support Service (DDSS)

Client Contract

Student Access to Student Mental Health Support (SAMHS), University Counselling Service (UCS), Disability and Dyslexia Support Service (DDSS) and the SAMHS psychiatric lead from University Health Service (UHS), work together to offer students as seamless a service as possible. To do this SAMHS, UCS, DDSS Mental Health Advisors, and UHS psychiatrist at SAMHS share the same records and client notes, and a common confidentiality agreement and client contract.

For these services this document covers:

Confidentiality	Cancellations and Missed Appointments	Records and Notes
Complaints	Duration of Contract	Our Agreement

- Confidentiality

The work we do together is confidential within our services with the following exceptions:

- If your clinician believes that you, or another person, are at significant risk of harm they will need to share, with a third party, any information that may reduce that risk. As far as possible we will endeavour to inform you should this arise.
- If information is requested about a client by a court of law, the service must comply and release any information requested which may include any records we hold.
- All clinicians are required to discuss their work in clinical supervision sessions. This ensures that our client work meets the highest ethical standards. The supervision is confidential.
- The services sometimes contribute to research about our work with clients. In doing so we ensure that any identifying details are removed and our clients remain anonymous.

- Cancellations and missed appointments

In order to offer the best service to all our students, it is important you attend all sessions punctually. Please take note of the following:

- If you are unable to attend a session with either UCS or SAMHS please call 0114 222 4134 and speak to our Receptionist, or leave a message, as soon as you decide you cannot attend. (For appointments with DDSS phone 0114 222 1303).

- If you do not attend or cancel a session at short notice (within 2 working days) these sessions are usually lost to the service. If this happens on one occasion, we will write to you to offer another appointment. However, if you then miss the next appointment without giving 2 working days' notice, we may close your case file. In these circumstances you would need to reregister for an assessment.

If we need to cancel your appointment, we will make every effort to contact you before the session and rearrange the appointment.

- Records and Notes

Your clinician will maintain a written record summarising the content of each session you have. These notes are stored securely and cannot be accessed from outside the service. After your final session your notes are retained for a period of time before being destroyed. You can request to see your client notes. To do this, you will need to complete the University Request Form for Access to Personal Data form and return it according to the instructions on the form, accompanied by the correct fee. The form is available from dataprotection@sheffield.ac.uk.

- Complaints

If you are unhappy with the service you have received and this cannot be solved by talking to your counsellor or mental health professional, you may wish to make a complaint. Please visit <https://www.sheffield.ac.uk/ssid/counselling/contact-us> and <https://www.sheffield.ac.uk/ssid/complaints-and-appeals/complaints-procedure>.

- Duration of Contract

The number of sessions offered and frequency that you attend will be agreed between yourself and the clinician working with you. If you are unsure about this, please check with your clinician.

- Our Agreement

At your first appointment, following your assessment, you will be asked to confirm your acceptance of this agreement.

- I have read and understood this Client Contact and I am happy to work within this framework.

Your clinician will also seek your consent to inform your General Practitioner (GP) at the beginning and end of your contact with the service. We believe this to be best practice, but you are free withhold permission for this and doing so will not affect the service you are offered.

I give consent for the service to inform my GP of my attendance: Yes No

