

The Rock Clinic Association

Information for new clients



Your first appointment

Once you have had the initial assessment, you will be referred to a suitable therapist, and you can generally expect to hear from us from 1 to 3 weeks. If you have very specific requirements or there are limited times when you can come, we may not be able to offer you an appointment so soon. However, if we do not have something suitable available immediately we will let you know. Please also note that the referral process may take longer around holiday periods i.e. Christmas, Easter and the month of August.

We will contact you by e-mail or post giving you details of the date and time of your appointment, the name of your therapist and the location of your sessions. We have two clinics.

Rock Clinic East
270 Eastern Road
Brighton
BN2 5TA
01273 621841
east@rockclinic.org.uk

Rock Clinic West
8 Western Street
Brighton
BN1 2PG
01273 326826
west@rockclinic.org.uk

We would be grateful if you could confirm whether or not you would be able to attend. **Please ensure that you check your e-mails regularly as otherwise an appointment may be missed.** This include your junk mail.

Arriving for your appointment

The front door is kept locked - please ring the bell and you will be 'buzzed' in. If you enter when someone is leaving, it is still helpful to ring as you enter to alert your therapist of your arrival.

There are waiting rooms in both buildings and toilets on the first floor landing. Please take a seat in the waiting room and your therapist will come and find you.

Ongoing appointments

At your first meeting with your therapist, you will discuss how long you might work together, and come to an arrangement as to whether this is time-limited or open ended. This doesn't mean that you are tied in to a certain number of sessions – you can, of course, end therapy at any point, though we do ask that you give notice.

Future appointments will be on the same day and at the same time. Please note that it is not always possible to change this arrangement and continue seeing the same therapist, though we will always do our best to meet your requirements.

Payment

At assessment you will have been given the choice of the various cost options we offer at the Rock. There is a flat rate on the low and intermediate cost schemes, but other schemes have cost bands and you will agree on the exact fee in discussion with your therapist.

Low Cost:	£15.00
Intermediate 1:	£30.00
Intermediate 2:	£40-45
Full Cost:	£50-55.00

Payment is made directly to your therapist, by cash, cheque, or online bank transfer. A charge is made for missed sessions unless seven days' notice is given.

If you can't make a session

If you are unable to make a session, please leave a message with Reception, either by email or telephone (contact details below). Sessions cancelled with less than seven days' notice will be charged for.

Reception

Reception is accessed through the waiting room and is open between 9.30 and 16.00, Monday to Friday and 10.00 – 15.00 on Saturdays. If you have an urgent query or concern, you may find a member of staff in Reception at other times to help you. Messages left on the answer-phone are treated as confidential and answered as soon as possible.

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