

Dr Jan van Niekerk

PhD (Cantab), CertCogTh (Beck Inst), PGDip Apld Clin Neuropsych (KCL)

Clinical Psychologist (CPsychol, HCPC registered)



Chartered Psychologist

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Practice Information

The service

A professional clinical psychology service is provided, in accordance with standards set by the Health and Care Professions Council and the British Psychological Society. We reserve the right to decline or discontinue providing a service at any point. However, every attempt will be made to give adequate notice and outline the reasons for the decisions reached.

Opening hours

I am available on Monday to Friday from 9h30-19h30 (last appointment: 18h30).

Emergencies

This practice does not provide an out of hours service. In exceptional circumstances, it may be possible to bring an appointment forward. Any emergencies are dealt with by NHS services, including your GP surgery and local hospital A&E department, or alternatives as part of private health care or offered by your psychiatrist. See 'Crisis support' on my website for further information.

Practice payment details (to be provided to referring organisations / Occupational Health departments)

Please submit an intake form (which will be emailed to you) at the first appointment. Payment can be made by cheque (made out to Dr Jan van Niekerk), cash, or by BACS (my bank details are provided at the bottom of the invoice). BACS is our preferred method of payment. Cash payments are accepted only in exceptional circumstances and should be made at reception or to me in person. The fee for the initial one-hour assessment is payable at the appointment. If you have health insurance cover, it is your responsibility to check the level of your cover prior to starting your sessions and to provide us with the authorisation code at the first appointment.

Invoices will be administrated by Mrs Nicola Curtis, Practice Manager, but please direct any queries to me. We appreciate receiving payment within the two-week time period specified on the invoice; payment later than two calendar months after the invoice date will incur a £1 daily interest charge. Before paying the invoice, please check that the appointment dates are correct. Therapeutic contact over the phone will be charged pro rata according to the standard/concessionary rate. Details of practice rates can be found on my website. (Please note that details regarding your income status must be provided if you wish to apply for the concessionary rate. If you don't apply for the concessionary rate, we will assume the standard rate applies).

Confidentiality and personal information policy

See the document titled 'Intake form' on the 'Personal information' page on my website for more details.

Recording of sessions

The other party has to be informed and full written consent must be obtained before making or distributing any recordings of sessions.

Cancellations

All appointments cancelled more than 24hrs before the appointment, will not be charged. Any cancelled less than 24hrs before the appointment, will be charged in full. Cancellations can be done by phone or email.

Periods when I am away

Occasionally I will be away on holiday, on a study visit (I also do some academic work) or attending a conference or workshop. Your understanding is appreciated.

I am very happy to answer any queries you may have about any of the above.
Jan van Niekerk