

Talking Therapies Cancellation/DNA Policy

If you need to cancel a session, you must give 2 working days' notice from the exact time of your session (including weekends). If you do not give us 2 working days' notice you will lose this session.

If you are unable to attend a session due to sickness please provide us with as much notice as possible. You will then be offered 1 additional session for 1 episode of sickness. Beyond this, any sessions missed due to illness will count as one of your sessions.

If you cancel twice in one episode or do not attend 2 sessions throughout your whole episode your file will be closed.

What happens if you do not attend (DNA)?

If you do not make contact and fail to attend a session, this will count as one of your therapy sessions.

You must then contact the service within 2 working days of a non-attendance to be able to book another session. If no contact is made within this time your file will be closed and you will not be able to return to the service for a 6 month period.

Please do not assume that you can attend the following week without making contact.

What happens if you are late?

If you are going to be late for a session, please let us know as soon as possible.

If you are over 10 minutes late you will not be able to be seen and this session will be forfeited.

Bookings

Please be aware that the service will check your academic timetable. Sessions will be offered during your free periods.

For all cancellations or queries please call 01603 592651 or email csr@uea.ac.uk