

# Family Matters

## in Warwickshire

### **Frequently Asked Questions**

#### Who should come for appointments?

We can discuss this when we arrange our first appointment.

Typically, it is helpful to meet both parents and the child initially but this may not be necessary.

If you would like other family members or a close friend to accompany you, just let us know.

#### What happens in an appointment?

First appointments usually consist of a lot of questions!

However, there will always be time for you to talk and be heard.

Our aim is to develop a shared understanding of the problem and to agree a treatment plan. What this consists of will vary from person to person.

#### How many appointments will I need?

Again, it is hard to say in advance. For some difficulties we may only need to meet once, for others more. The national average is around 7 appointments but there is a lot of variation within this.

#### Who will know I am coming to Family Matters?

All appointments with Family Matters are strictly confidential. The only exception to this is if there are significant concerns for the welfare of a child, when it may be necessary to speak with Children's Services. We can talk about this more when we meet. Beyond this, we would not inform anyone of our involvement, without your consent.

When there are other professionals involved, it can be good practice to liaise with them. Also, your GP has overall medical responsibility for you and you may want a letter to be sent to them.

#### Where will appointments take place?

We are based in Henley in Arden and most individual/family appointments happen there. There are times when a home or school visit is useful and we can discuss this. We also offer remote appointments via Zoom.

### How much will it cost?

Initial discussion by phone or e-mail	No charge
½ hour consultation by phone call	£65
1 hour appointment, face to face or via Zoom	£130
1 ½ hour initial assessment	£210
(includes telephone contact with school and summary letter if required)	

(Prices correct as of September 2023)

### Private Health Insurance

If you have private medical insurance, you may be covered for appointments. We are currently registered with BUPA, Cigna, AVIVA, Vitality, Healix and WPA. We can look into registering with other companies, where necessary. Insurance companies sometimes change their protocols, for example starting to use 'middle men' companies, or reducing the rates they pay, necessitating our withdrawal from providing services for them. It is always best to enquire whether we are currently able to provide appointments with your company.