



Dear Patient,

Thank you for choosing **Oxford Psychiatry Group**.

Below you will find our **Terms and Conditions**, effective from **January 2026**. Please take some time to read these before your consultation with your Psychiatrist or Clinician. If you have any questions, our team will be happy to help.

---

## BOOKINGS

To book one of our remote services, please email **services@OxfordPsychiatryGroup.com** or use the booking link provided. We aim to respond within **48 hours during working hours**.

During your consultation, your Psychiatrist or Clinician will be happy to discuss all medical matters. However, they are unable to book or change appointments. For all appointment bookings or changes, please contact our admin team directly at **services@OxfordPsychiatryGroup.com**.

---

## CONSULTATIONS AND FEES

At Oxford Psychiatry Group, we are proud to offer thorough and comprehensive medical consultations. Our specialist Psychiatrists and Clinicians take time to understand your concerns and create a personalised care plan tailored to your needs.

All fees will be clearly explained at the time of booking. Payment must be made **in advance** via the booking page.

Please note:

- Missed appointments are **non-refundable**
- Cancellations require **at least 72 hours' notice** (refunds are not available)
- Appointments can be rescheduled **at no additional charge** with **48 hours' notice**
- With less than 48 hours' notice, fees cannot be transferred to another appointment

All consultations must be paid in full before your appointment unless you are using insurance. Please discuss this with our admin team before booking.

Oxford Psychiatry Group reserves the right to postpone or discontinue treatment if clinically necessary.

Please note that our fees reflect our specialist services. Other clinics may charge more or less, and we encourage you to compare services carefully. As with all medical care, you may change your mind at any time **before treatment begins**. Once treatment has started, fees and services cannot be altered. All financial arrangements must be fully understood and agreed to in advance.

For any **non-medical**, financial, or payment queries, please contact **admin@OxfordPsychiatryGroup.com**.

---

## CONSULTATIONS AND TREATMENT PLANS

---

Following your initial consultation, you may receive a diagnosis and a detailed medical report, including any recommended treatment or medication.

If your Psychiatrist or Clinician feels that treatment is not appropriate, this will be discussed with you during your consultation, and a referral may be made if suitable. In these circumstances, you will only be charged for the initial consultation (where applicable).

Please note that **separate fees apply** for follow-up reviews, reports, and prescriptions.



---

## PRICES

Service	Fee
Initial 90-minute Psychiatric Assessment	£500
Psychiatric 30-minute Review	£200
Initial 90-minute Specialist Psychiatric Assessment	£950
Psychiatric 60-minute Review	£250
Autism Spectrum Disorder 120-minute Assessment, Diagnosis and Report	£2,500
Initial Psychological Assessment	£150
Psychological Follow-Up Appointment	£100
Occupational Health Review	Price on enquiry
Private Prescription	£70

### Please note:

- Fees may vary depending on clinical complexity and specialist requirements
- Child Psychiatry fees are confirmed once the Self-Referral Form has been received

---

## COMPLAINTS PROCEDURE

---

We are committed to providing high-quality care and value all feedback. You may share feedback verbally, by phone, or in writing. If you need help making a complaint, our staff will support you.

All complaints should be directed in the first instance to the **Practice Manager** at **admin@OxfordPsychiatryGroup.com**. Your concern will be fully investigated. If you feel your complaint has not been resolved, you may contact the **Care Quality Commission (CQC)**.

---

## TRANSLATION SERVICES

---

If you require an interpreter, you may contact **Translator UK** on **020 7993 4894** or **hello@translatoruk.org**. You may also use another provider of your choice.

Please note:

- A minimum of **72 hours' notice** may be required
- Translation fees are payable by the patient and must be paid in advance
- You must confirm that all information has been fully understood before booking

Where possible, our staff will support you, and some languages may be spoken within the Oxford Psychiatry Group team. Please discuss this with the Manager.

---

## ACCESS TO YOUR HEALTH RECORDS

---

Your medical records belong to you, and we are happy to help you access them.

To request a copy, please email **admin@OxfordPsychiatryGroup.com**. We will ask for proof of identity to protect your information and aim to provide your records within **four weeks**. If your request is complex, we will keep you informed.

Your information will always be shared securely and only with your consent, unless required by law for safety reasons.

In rare cases, a small part of a record may be withheld if sharing it could cause harm or reveal someone else's private information. If this happens, we will explain why.

If you are unhappy with how your request was handled, you may contact us directly or seek advice from the **Information Commissioner's Office (ICO)**.

---

## MENTAL CAPACITY

---

We believe everyone has the right to make decisions about their own care. We will always assume you can do so unless it is clear that you cannot. If you need extra time, support, or information explained differently, we will help.

If you are unable to make a decision, we will act in your best interests and involve people who know you well, or an Independent Mental Advocate if needed. Your dignity, wishes, and rights will always be respected.

---

## COMMENCEMENT OF TREATMENT

---

By proceeding with treatment, you confirm that you have read, understood, and accepted these Terms and Conditions in full.

Thank you for choosing Oxford Psychiatry Group.

Kind regards,

**The Oxford Psychiatry Group Team**  
January 2026