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**Enquiry & Appointment Booking Process**

Our referral and booking process is simple.

you can complete the enquiry form on our website, or email us directly at [Hello@shorepsychology.co.uk](mailto:Hello@shorepsychology.co.uk). Alternatively you can also call our administrative team.

After we have received your enquiry, we will send you four forms to complete which are returned online via our PowerDiary software management management system, which is ISO 27001 Certified and GDPR compliant. Click here for more details on our Privacy and Data Protection policy.

These forms are then encrypted and sent to our Clinical Team to review to ensure we can place you with the best allied health professional to meet your needs, within the availability you have. If your availability cannot be matched with a professional that can meet your availability or they already have a full caseload, it is possible you will be placed on a waiting list (although if this happens a manager or therapist will call you to talk about this with you). At times, we may feel that Shore Psychology CIC is not the best place to give you the help you need, however where this happens we will do our best to signpost you to the most appropriate place. We are not an emergency service and cannot offer emergency appointments.

Once the most appropriate professional has been identified, we will contact them with your referral information (via encrypted email), and ask if they can accept the referral. Nearly all our practitioners work part time in either the NHS or private practices so at times there can be a delay in response but will still aim to get back to you within 72 hours of receiving your referral information with an update.

Once the health professional has accepted your referral, our administrative team will contact you with a potential date and time for your appointment within 1-2 weeks. They will also send you details of payment, which can be made online or over the telephone. Payment will need to be made 72 hours before the appointment, or the appointment maybe cancelled. Please look at our cancellation policy.

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