Terms and Conditions

and Service Annexes

Neuro FX Ltd

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This combined document contains the Neuro FX Ltd Terms and Conditions together with all five service-specific Annexes. The Medication Treatment Agreement and Patient Charter are separate documents available on request.

Table of contents

Welcome to NeuroFX

These Terms and Conditions set out the agreement between you and Neuro FX Ltd. They explain what you can expect from us, what we ask of you in return, how we charge for our services, and how we look after your information.

We have tried to keep these Terms straightforward and accessible, recognising that many of our patients are neurodivergent. If anything is unclear, please contact us using the details at the end of this document and we will be happy to talk it through.

These Terms are read alongside service-specific Annexes which apply to particular services we offer:

- **Annex A:** ADHD Assessment
- **Annex B:** ASD Assessment
- **Annex C:** ADHD Medication Package
- **Annex D:** External Diagnosis Review and Prescribing
- **Annex E:** Medication Reviews and Ongoing Prescribing

Where there is a conflict between these main Terms and a service-specific Annex, the Annex applies for that service. By booking any of our services, you confirm that you have read, understood, and accept these Terms and the relevant Annex.

1. About these Terms

1.1 Who we are

Neuro FX Ltd ("NeuroFX", "we", "us", "our") is a CQC-registered private clinic providing neurodevelopmental assessment and treatment services.

Legal name	Neuro FX Ltd
Registered in	England and Wales
Company number	16159083
Registered office	Crown House, 27 Old Gloucester Street, London, WC1N 3AX
Operating address	Bedford Consulting Rooms, 4 Goldington Road, Bedford, MK40 3NF
Telephone	0333 533 3303
Email	info@neurofx.co.uk
Website	www.neurofx.co.uk
CQC registration	Registered with the Care Quality Commission
Registered Manager	Tina Fox
ICO registration	ZB870010

1.2 How these Terms apply

These Terms apply from the moment you book any service with us. They form a binding agreement between you (the patient, or the person responsible for booking and paying for the patient's care) and Neuro FX Ltd.

We may update these Terms from time to time, for example to reflect changes in our services, in law, or in regulatory guidance. Where we make material changes that affect existing patients, we will notify you directly (for example by email) and the change will take effect after a reasonable period. The current version is always available on our website at www.neurofx.co.uk. Older versions are available on request.

1.3 Definitions

In these Terms, the following words have the meanings shown:

Term	Meaning
Annex	A service-specific schedule that forms part of these Terms (Annexes A to E).
Booking parent	For paediatric patients, the parent or person with parental responsibility who books and pays for the assessment or treatment.
Child	A patient under 16 years old.
Clinician	A registered healthcare professional providing care on behalf of NeuroFX, currently Tina Fox (Specialist Neurodevelopmental Practitioner and Independent Prescriber).
Controlled drug or CD	A medicine controlled under the Misuse of Drugs Regulations 2001, including stimulant medications used to treat ADHD.
Fee schedule	The current published list of fees for our services, available on our website and on request.
Gillick competent	A child under 16 who has been clinically assessed as having sufficient understanding and intelligence to fully understand and consent to a proposed treatment.
Medication package	Our 6-month titration and treatment programme, set out in Annex C.
Parent or person with parental responsibility (PR)	Any person with legal parental responsibility for a child under the Children Act 1989.
Patient	The person receiving assessment, treatment, or other services from NeuroFX.
Working day	Monday to Friday, excluding public holidays in England.
Young person	A patient aged 16 or 17.

2. Our services

2.1 Services we offer

NeuroFX provides:

- **ADHD screening** (free online tools)
- **ADHD assessment** for patients aged 6 and above (see Annex A)
- **ASD assessment** for patients aged 6 and above, available either as a top-up during ADHD assessment or as a standalone service (see Annex B)
- **ADHD medication titration and treatment** for patients aged 6 and above (see Annex C)
- **External diagnosis review and ongoing prescribing** for patients diagnosed elsewhere (see Annex D)
- **Medication reviews and ongoing private prescribing** (see Annex E)

2.2 Services we do not offer

To be clear about the scope of our service, the following are not part of what we provide:

- Emergency or out-of-hours medical services.
- Therapy, counselling, coaching, or workplace and educational support.
- Medical care unrelated to neurodevelopmental conditions.
- Right to Choose (RTC) referrals through the NHS pathway.
- Medication management for patients we have not assessed or formally accepted under our External Diagnosis Review process (Annex D).

If you need any of the above, we will signpost you to appropriate services where we can.

2.3 Our clinicians and scope of practice

Care at NeuroFX is delivered by Tina Fox, our Registered Manager and lead clinician. Tina is a Specialist Neurodevelopmental Practitioner and Independent Prescriber, registered with the Nursing and Midwifery Council. Where additional clinicians join the service in future, they will be appropriately qualified, registered with their relevant professional body, and named on our website.

All assessments are conducted in line with NICE guideline NG87 (ADHD: diagnosis and management) and DSM-5 criteria, and prescribing is conducted in line with the Royal Pharmaceutical Society Prescribing Competency Framework and NeuroFX's Medications and Prescribing Policy.

2.4 Out-of-hours and emergency care

NeuroFX is not an emergency service and does not provide out-of-hours cover. If you experience a medical emergency, a crisis, or an urgent safety concern, please contact:

Situation	Who to contact
Life-threatening emergency	999
Urgent medical advice (non-emergency)	NHS 111
Mental health crisis	Your local NHS mental health crisis team, or Samaritans on 116 123 (free, 24/7)

Situation	Who to contact
Concern about a child's safety	Bedford Front Door (formerly MASH): 01234 718700 (office hours) or 0300 300 8123 (out of hours)
Concern about an adult's safety	Bedford Adult Safeguarding Team: 01234 276222 (office hours) or 0300 300 8123 (out of hours)

3. Becoming a patient

3.1 Eligibility

NeuroFX accepts patients aged 6 and above for both assessment and treatment services. We do not have an upper age limit.

Before accepting you as a patient, we will ask you (or, for paediatric patients, the booking parent) to complete pre-assessment forms. These help us confirm that our service is suitable for you and identify any matters that may need attention before or during your assessment. In a small number of cases we may decline to take you on as a patient if our service is not the right clinical fit. Where this happens, we will explain why and signpost you to alternatives.

3.2 Identity verification

Identity verification is a condition of receiving treatment from NeuroFX. We are required to verify the identity of every patient before issuing prescriptions for controlled medications, and we extend this to all patients for safety and consistency.

For adult patients, we require sight of one valid photographic identity document (passport, UK driving licence, or biometric residence permit). For remote consultations, this is verified during a video call against our records.

For paediatric patients, we require photographic identification of the booking parent or person with parental responsibility. We do not require photographic identification of the child themselves, but we may ask for confirmation of the child's date of birth (for example, by sight of a birth certificate or NHS letter).

If we cannot satisfactorily verify identity, we cannot proceed with treatment and any fees paid will be refunded in line with our cancellation policy (clause 5.3).

3.3 Information we ask you for

To provide safe and effective care, we ask you to provide accurate and complete information about:

- Your medical history, including any current or previous diagnoses, medication, and allergies.
- Your current symptoms and how they affect daily life.
- Your family history of relevant conditions where known.
- Any other matters relevant to your assessment or treatment, including risks, safeguarding concerns, and other healthcare professionals involved in your care.
- For paediatric assessments, school reports, observational input, and informant questionnaires from family members and educators.

If we discover that information you have provided is materially incomplete or inaccurate, this may affect the validity of any clinical opinion we form and may affect our ability to continue providing care.

3.4 Consent to GP communication

For patients receiving any form of medication treatment from NeuroFX (including the medication package, ongoing prescribing, and external diagnosis prescribing), consent to communicate with your registered GP is a condition of service. Safe prescribing of controlled medications relies on a clear line of communication with primary care, and we cannot accept patients onto medication services without it.

For patients receiving an assessment only, GP communication is strongly encouraged but not a condition of service. We will send a copy of your assessment outcome and report to your GP with your consent.

3.5 Patients under 18

We provide assessments and treatment for patients from the age of 6 upwards. The way we obtain consent and involve parents depends on the patient's age and competence.

3.5.1 Children (under 16)

For children under 16, we require consent from a person with parental responsibility (PR). This is normally obtained from the booking parent. Where parental responsibility is shared between two or more people (for example, separated parents), the booking parent warrants that all persons with PR are aware of and agree to the assessment or treatment. We may ask for written confirmation if we have reason to think this is in question.

In line with Gillick competence and Fraser guidelines, a child who is assessed as having sufficient understanding and intelligence may consent to specific elements of their own care independently of their parents. Where this applies, we will document the assessment of competence and the basis for the decision.

Whatever the child's age, we will offer the child the opportunity to spend part of every appointment with the clinician without their parent present. This is so the clinician can hear directly from the child about their experiences, ask questions privately where appropriate, and ensure the child has a safe space to share concerns. Parents are asked to support this in the interests of accurate clinical assessment.

3.5.2 Young people (16 and 17)

Under the Mental Capacity Act 2005, young people aged 16 and 17 are presumed to have capacity to consent to their own treatment. Where capacity is in question, we apply the Mental Capacity Act framework. We continue to encourage parental or carer involvement in care for young people in this age group, and the booking parent (where there is one) remains responsible for fees.

3.5.3 Who attends sessions

For all assessment and treatment sessions involving a patient under 18, a parent or carer is required to attend. This applies to in-person and remote sessions alike. Specific arrangements for time alone with the clinician are addressed in clause 3.5.1.

For children aged 12 and under, two adults must attend the assessment. One adult takes part in the assessment with the child and clinician; the other is available throughout to attend to the child's welfare needs (for example, comfort breaks, distraction, or stepping out of the room) without interrupting the clinical work. This requirement reflects the practical reality of assessing younger children: assessments are detailed and uninterrupted clinical time is essential to a reliable outcome.

If a parent or carer attends an assessment for a child aged 12 or under without a second adult chaperone, we reserve the right to pause or cancel the assessment. Where this happens, the appointment is treated as used and no refund is payable. We will discuss rescheduling with you, subject to availability and any further fee that may apply under the rescheduling policy.

Assessments for patients under 18 are not conducted online. Medication appointments may be conducted online at any age unless the clinician determines that an in-person appointment is required.

3.5.4 Transition to adult services at 18

When a paediatric patient turns 18 during an episode of care with NeuroFX, responsibility for clinical decisions, payments, and consent transfers to the patient. Records are not duplicated; clinical care continues under the same clinical record under updated terms. Where the patient is on

the medication package or in ongoing prescribing, there is no change in clinical pathway and no change in fees as a direct result of turning 18. We will discuss the transition with the patient and family in advance to make sure it is smooth.

3.6 Patients lacking capacity

Where an adult patient lacks capacity to consent to assessment or treatment, decisions are made under the Mental Capacity Act 2005, in the patient's best interests, with input from family members, advocates, or legal representatives where appropriate. NeuroFX's Consent Policy sets out the full framework, available on request.

4. Fees, payments and refunds

4.1 Current fees

Our current fees are set out in the published fee schedule on our website at www.neurofx.co.uk. The fee schedule sets out the cost of each service we offer and forms part of these Terms by reference. We may update the fee schedule from time to time. Where you are already booked or in treatment, the fee that was current at the time of booking applies.

4.2 When payment is due

Payment is due in full at the time of booking. We do not invoice for our services and we do not operate a deposit-only model. Booking is only confirmed once payment has been received.

4.3 Payment methods

We accept all major credit and debit cards. Instalment plans are available through Klarna, subject to Klarna's own eligibility checks and terms. We do not store your card details; payments are processed by our payment providers under their own secure arrangements.

4.4 Cooling-off period

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a right to cancel within 14 days of booking and receive a full refund, provided that no service has been delivered.

If your booked appointment falls within the 14-day cooling-off period and you wish us to proceed before that period ends, we will ask you to expressly waive your statutory right of cancellation in respect of services delivered before the period ends. If you waive that right and we provide all or part of the service, we will retain the corresponding fee. You retain the right to cancel any portion of the service that has not yet been delivered.

4.5 Insurance and self-funding

NeuroFX is a self-pay service. We do not have direct relationships with private medical insurers and we do not invoice insurers on patients' behalf. If you intend to claim back fees from your insurer, payment is still required upfront and you arrange any reimbursement directly with your insurer. We can provide receipts and brief clinical letters where reasonable to support a claim.

4.6 Fee changes

We reserve the right to update our fees from time to time. Changes will be reflected on the published fee schedule. Where you are already booked or enrolled in a programme (such as the medication package), the fee that was current at the time of booking applies for that programme.

5. Appointments

5.1 Booking

Appointments are booked through our website, by email, or by telephone. We currently make appointments available up to 12 weeks ahead. Booking is only confirmed once payment has been received in full and pre-assessment information has been completed.

5.2 Rescheduling and cancellation by you

Our standard cancellation and rescheduling policy applies as follows.

Notice given	Refund or rescheduling
More than 72 hours before the appointment	Free rescheduling. Cancellation: full refund.
Less than 72 hours before the appointment	Rescheduling at our discretion. Cancellation: no refund (the appointment is treated as used).
Did not attend (no advance notice)	No refund. Subject to the terms below for medication package patients.

These rules apply to assessment appointments and to one-off medication review appointments. Specific arrangements for the medication package are set out in clause 5.3 and Annex C.

5.3 Medication package: missed appointments and engagement

Appointments under the medication package form part of a structured 6-month treatment programme and represent allocated clinician time. The following terms apply in addition to clause 5.2:

- Appointments missed or cancelled with less than 48 hours' notice are considered used and cannot be reclaimed.
- Patients who miss appointments may be offered the next available slot rather than a priority rebooking.
- Ongoing prescribing and dose adjustments require regular clinical review. Missed appointments may result in delays to prescriptions until a review is completed.
- Missed appointments prevent other patients from accessing limited clinical time. Where two or more appointments are missed during the programme, we reserve the right to apply a rebooking fee of £150 for each subsequent missed appointment, to reflect the additional clinician time required.
- Repeated missed appointments may result in discharge from the programme. Where this occurs, any refund will be determined in line with clause 5.5 (medication package refunds), taking into account services already delivered and clinician time reserved.

We understand that exceptional circumstances arise. We will consider these on a case-by-case basis where you tell us in advance or as soon as reasonably possible.

5.4 Lateness on the day

If you arrive late for an appointment, we will see you for the time remaining where possible, but we cannot extend the appointment beyond its scheduled finish time.

- For ADHD or ASD assessments: a delay of more than 30 minutes may mean the assessment cannot be completed on the day, due to subsequent clinical commitments.
- For medication package appointments: a delay of more than 15 minutes will be treated as a missed appointment under clause 5.3.

Where an appointment cannot be completed because of lateness, the appointment is considered used and the relevant fee is not refundable.

5.5 Cancellation by us

We may need to cancel or reschedule an appointment in exceptional circumstances (for example, clinician illness or technical failure). Where we do so, we will give as much notice as we reasonably can, offer the next available alternative, and provide a full refund where rescheduling is not acceptable to you.

5.6 In-person and remote appointments

Most adult appointments are offered remotely by secure video call from our clinic platform. In-person appointments are available at Bedford Consulting Rooms by arrangement.

For all paediatric assessments (under 18), assessments are conducted in person rather than online. Medication appointments for under-18s may be conducted online at any age unless the clinician determines that an in-person appointment is required.

6. Your responsibilities as a patient

6.1 Accurate information

You agree to provide complete and truthful information about your medical history, current health, and any other matters relevant to your assessment and treatment. You also agree to inform us promptly of any material changes (for example, a new diagnosis, a new medication, a change of GP, or a change in your circumstances that affects your care).

6.2 Engagement and following clinical advice

You agree to engage actively in your assessment and treatment, including attending scheduled appointments, completing questionnaires we send you, providing requested information from informants, and (where applicable) following the agreed treatment plan.

Where you choose not to follow our clinical advice, that is your right, but we may not be able to continue safely to provide some services (in particular, prescribing services). We will discuss this with you openly if it arises.

6.3 Respectful communication

You agree to maintain respectful communication with our clinical and administrative team. We have a zero-tolerance approach to abusive, threatening, or discriminatory behaviour towards any member of our team. Where this occurs, we may suspend or terminate the relationship under clause 10.4.

6.4 Fitness to attend

You agree to attend appointments in a state that allows safe and effective consultation. If you attend under the influence of alcohol or recreational drugs to a degree that affects clinical assessment or judgment, we may decline to proceed and the appointment will be treated as used.

6.5 Additional responsibilities of parents

If you are booking on behalf of a child or young person, you also agree to:

- Attend sessions with your child as required (clause 3.5.3).
- Confirm that any other persons with parental responsibility are aware of and agree to the assessment or treatment.
- Take responsibility for safe storage and supervised administration of any prescribed medication, in line with Annex C.
- Pass on relevant information to school or nursery and act as the contact point with educational settings. We do not contact schools directly; we provide you with information and forms to share with them where helpful.
- Inform us promptly of changes in family circumstances that affect your child's care, including changes in parental responsibility, separation, safeguarding involvement by social services, or any other relevant matter.

7. Our commitments to you

7.1 Quality of care

We commit to providing care that meets professional and regulatory standards, including:

- CQC fundamental standards of care.
- NICE guideline NG87 for ADHD assessment and management.
- Relevant prescribing standards for controlled medications, including the Misuse of Drugs Regulations 2001 and the Royal Pharmaceutical Society Prescribing Competency Framework.
- Nursing and Midwifery Council professional standards.

7.2 Clinician independence

Our clinicians make independent clinical decisions in line with their professional judgment, the available evidence, and the relevant clinical guidelines. Different clinicians may reasonably arrive at different opinions in some cases. A clinical opinion that differs from one you have received elsewhere does not, in itself, mean that either opinion is wrong, and is not a defective service.

7.3 Duty of candour

In line with our obligations under Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, we are open and transparent with you when something goes wrong. Where a notifiable safety incident occurs that meets the threshold under that regulation, we will tell you about it, apologise, and explain what we are doing in response.

7.4 Communication standards and response times

We aim to respond to messages within the following timescales:

Type of contact	Our aim
General enquiries (email or phone)	Within 2 working days
Patients on the medication package or in ongoing prescribing	Within 2 working days for non-urgent matters
Urgent clinical concerns	Same working day where possible. Out-of-hours matters should be directed to NHS 111 or 999, see clause 2.4.
Complaints	Acknowledged within 5 working days, full response within 20 working days

7.5 Regulation

NeuroFX is registered with the Care Quality Commission (CQC) and operates within the framework of the Health and Social Care Act 2008. The current CQC registration is held in respect of the regulated activity of treatment of disease, disorder or injury. You can find our current registration on the CQC website.

8. Clinical records and data

8.1 Record keeping

We keep clinical records of every patient interaction, in line with NHS and CQC retention guidelines. The current retention periods are set out in our Privacy Notice and Data Protection and GDPR Policy.

8.2 GP communication

With your consent (which is a condition of service for medication patients, see clause 3.4), we will write to your registered GP following key clinical events, including:

- After your assessment, with a summary of the outcome and any diagnosis.
- On commencement of medication, with a request for shared care where appropriate.
- On significant changes to your treatment, dose, or risk profile.

8.3 Audio recordings of assessments

With your explicit consent, given at the start of each session, we may record audio of clinical assessments to support accurate report writing and contemporaneous record-keeping. Recording is always optional. If you decline, the assessment proceeds with handwritten notes only. Recordings are deleted 30 days after your final report is issued, unless retained longer for clinical, safeguarding, complaint, or legal reasons. Full information about audio recordings is set out in our Privacy Notice.

8.4 Information sharing with third parties

We share your information with third parties only where we have your consent, where it is necessary for your care, or where we are required to do so by law (for example, safeguarding referrals or regulatory disclosures). Full details are in our Privacy Notice.

8.5 Your rights and access to records

You have rights under UK data protection law to access, correct, and (in certain circumstances) restrict or erase information we hold about you. To exercise any of these rights, please contact info@neurofx.co.uk. We will normally respond within one calendar month.

8.6 Privacy Notice

Our Privacy Notice sets out in detail what information we hold, why, on what legal basis, who we share it with, and how long we keep it. The Privacy Notice forms part of these Terms by reference and is available on our website at www.neurofx.co.uk.

9. Safeguarding

9.1 Our safeguarding duty

NeuroFX takes safeguarding seriously. We are required to act where we have concerns about the safety of a child or an adult at risk. Tina Fox is our Designated Safeguarding Lead, and we follow our Safeguarding Policy in all cases. The full policy is available on request.

9.2 When we may break confidentiality

We may share information without your consent in limited circumstances, including:

- Where we have reason to believe a child is at risk of significant harm.
- Where we have reason to believe an adult at risk is being abused or neglected.
- Where there is an immediate and serious risk to your life or the life of another person.
- Where we are required by law to disclose information (for example, a court order).

Where reasonable and safe to do so, we will tell you what we have shared and why. We will not do so where doing so would put someone at increased risk.

9.3 Crisis situations during a session

If you (or, for paediatric patients, your child) disclose an immediate risk to yourself or others during a session, we will follow our Safeguarding Policy. Depending on the nature of the risk, this may include contacting emergency services, contacting your GP, contacting safeguarding authorities, or contacting another responsible adult. We will take the least restrictive action necessary to keep you safe and we will be open with you about what we do.

9.4 Useful contacts

Outside of our service hours, the following organisations can help:

Service	Contact
NHS 111 (urgent medical advice)	111 or 111.nhs.uk
Samaritans	116 123 (free, 24/7)
Childline	0800 1111
NSPCC helpline	0808 800 5000
Bedford child safeguarding (Front Door / MASH)	01234 718700 (office hours), 0300 300 8123 (out of hours)
Bedford adult safeguarding	01234 276222 (office hours), 0300 300 8123 (out of hours)

10. Ending the relationship

10.1 Your right to end

You can choose to end your relationship with NeuroFX at any time by telling us in writing (email is fine). If you are part-way through a programme such as the medication package, the refund position is set out in clause 5.5 and the relevant Annex.

10.2 Discharge for clinical reasons

In some cases we may need to end our care of you for clinical reasons, for example where the service is no longer clinically appropriate, where ongoing care would carry undue clinical risk, or where another provider is better placed to care for you. We will discuss this with you, give you reasonable notice, and signpost you to alternative services.

10.3 Discharge for non-engagement

Where a patient repeatedly misses appointments, fails to follow agreed clinical recommendations, or otherwise does not engage with their care, we may discharge them from the service. Where this happens, refunds (if any) will be calculated in line with clause 5.5 and the relevant Annex.

10.4 Discharge for abusive behaviour

We have a zero-tolerance approach to abuse. If you are abusive, threatening, or discriminatory towards any member of our team (clinical, administrative, or otherwise) or to other patients, we may immediately suspend or terminate the relationship. In serious cases, we may report the matter to the police. No refund is payable for services that have been delivered.

10.5 Outstanding fees on termination

On termination of the relationship for any reason, any fees owed for services already delivered remain payable. Any unused fees for services not yet delivered will be refunded in line with the relevant clause of these Terms or the relevant Annex.

10.6 Transfer of care

Where you move to another provider, we will (with your consent) provide a summary of your care to the new provider. Where you are on the medication package, we will work with the new provider to arrange a safe handover of prescribing, including any final prescription needed to bridge the transition.

11. Complaints and feedback

11.1 Talking to us first

If something has gone wrong or you are unhappy with any aspect of our service, please talk to us first. Most concerns can be resolved quickly with a conversation. You can contact us at info@neurofx.co.uk or 0333 533 3303.

11.2 Formal complaints

If you wish to make a formal complaint, please put it in writing to info@neurofx.co.uk. Our process is:

- We acknowledge your complaint within 5 working days.
- We investigate and respond fully within 20 working days.

- Where we cannot meet that timescale (for example, because the matter is complex), we tell you and give you a revised timescale.

Children and young people can complain in their own right. We will take a complaint from a young person seriously regardless of who booked the service.

11.3 Escalation to the CQC

If you are not satisfied with our response, you may escalate your complaint to the Care Quality Commission:

Address	Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Phone	03000 616161
Online	cqc.org.uk

You can also contact the Information Commissioner's Office (ICO) at any time about how we have handled your personal information. Full details are in our Privacy Notice.

12. Zero tolerance to unacceptable behaviour

NeuroFX has a zero-tolerance policy for abusive, threatening, discriminatory, or otherwise unacceptable behaviour from patients, family members, or anyone acting on a patient's behalf. This applies to all forms of communication, including in person, by phone, by email, by text, and on social media.

Where unacceptable behaviour occurs, we may:

- Issue a written warning.
- Suspend appointments and prescribing pending review.
- Terminate the patient relationship under clause 10.4.
- Report serious incidents to the police, the relevant safeguarding authority, or another regulator.

We recognise that ADHD and other neurodevelopmental conditions can affect emotional regulation, and we approach difficult conversations with care. This clause is not directed at the symptoms of those conditions; it is directed at conduct that is harmful to our team or to other patients.

13. Liability

13.1 What we are responsible for

We provide our services with reasonable care and skill in line with professional and regulatory standards. Where we fall short of that standard and you suffer loss as a direct result, we accept liability for that loss to the extent set out in this clause.

13.2 What we are not responsible for

We are not liable for:

- Outcomes of clinical decisions where you have not provided complete and accurate information, or where you have not followed our clinical advice.
- The actions of any third party (for example, your GP's decision on shared care, a pharmacy's dispensing decision, or your insurer's reimbursement decision).
- Indirect or consequential losses, including loss of income, loss of opportunity, or loss of profit.
- Events outside our reasonable control (see clause 14.2 on force majeure).

13.3 Liability cap

Subject to clause 13.4, our total liability to you in connection with these Terms (whether in contract, tort, or otherwise) is limited to £1 million.

13.4 What is not capped

Nothing in these Terms limits or excludes our liability for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Any other liability that cannot be limited or excluded by law.

14. General

14.1 Changes to these Terms

We may update these Terms from time to time. The current version is always published on our website. Where we make material changes that affect existing patients, we will notify you directly (for example, by email).

14.2 Force majeure

Neither party is liable for failure or delay in performing obligations under these Terms where the failure or delay is caused by events outside that party's reasonable control, including (but not limited to) extreme weather, fire, flood, power failure, telecommunications failure, pandemic, or government action. The affected party will take reasonable steps to minimise the effect of the event and resume performance as soon as reasonably possible.

14.3 Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in force.

14.4 No waiver by delay

If we delay or fail to enforce any right under these Terms, that does not prevent us from enforcing the same or other rights in future.

14.5 Entire agreement

These Terms (together with the relevant service Annexes, the published fee schedule, the Privacy Notice, and any Treatment Agreement you sign) form the entire agreement between you and NeuroFX. They supersede any earlier discussions, emails, or marketing materials.

14.6 Assignment

You may not transfer your rights or obligations under these Terms without our written consent. We may assign or subcontract our obligations under these Terms (for example, to a successor business or a partner pharmacy) without your consent, but only where this does not reduce the standard of care you receive.

14.7 Notices

Notices to NeuroFX should be sent to info@neurofx.co.uk, or in writing to Bedford Consulting Rooms, 4 Goldington Road, Bedford, MK40 3NF. Notices to you will be sent to the email address or postal address you have given us; please tell us promptly if these change.

14.8 Third party rights

These Terms do not give rights to anyone who is not a party to them, except where expressly stated. The Contracts (Rights of Third Parties) Act 1999 does not apply to these Terms.

14.9 Governing law and jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

Annex A. ADHD Assessment

This Annex forms part of the Neuro FX Ltd Terms and Conditions and applies to patients booking an ADHD assessment. It should be read alongside the main Terms.

A1. About this service

ADHD assessment at NeuroFX is a comprehensive clinical evaluation of attention deficit hyperactivity disorder (ADHD) in line with NICE guideline NG87 and DSM-5 criteria. Assessments are available for patients aged 6 and above.

An assessment is a clinical opinion: it produces a diagnostic outcome (ADHD or no ADHD), a written report, and onward signposting where appropriate. It does not, on its own, include treatment or medication. Patients who are diagnosed and wish to start medication move on to our medication package (Annex C).

A2. What the assessment includes

Your ADHD assessment includes:

- A pre-assessment review of the questionnaires, informant input and supporting documents you have provided.
- A structured clinical interview using DIVA-5 (adults), Young DIVA-5 (paediatric), or other age-appropriate diagnostic instruments.
- Where clinically appropriate and consented, a QbCheck assessment to provide an objective measure of attention, motor activity and impulsivity.
- Discussion of differential diagnoses and any co-occurring conditions.
- A diagnostic outcome and clinical formulation.
- A written assessment report sent to you. With your consent, a copy is sent to your registered GP.
- Signposting to onward services (medication, therapy, support organisations, NHS pathways) as appropriate to your outcome.

A3. Pre-assessment requirements

To make the most of your appointment, we ask you to complete the following before your assessment date. Pre-assessment information helps us to focus the clinical interview on what matters most for you.

A3.1 Adult assessments

- Patient questionnaires (e.g. ASRS, BAARS-IV, GAD-7, BDI-II), provided by us before your appointment.
- An informant questionnaire completed by someone who knows you well (a partner, family member or close friend).
- Any relevant prior reports, school records, or NHS letters you wish to share.

A3.2 Paediatric assessments

- Patient questionnaires appropriate to the age band: SDQ from age 11, RCADS from age 8, age-appropriate self-report instruments.
- Parent or carer informant questionnaires (e.g. SDQ parent version, Conners, BAARS-IV informant).
- School or nursery report. We provide a form for you to give to school. We do not contact schools directly; we ask you to manage that flow.
- Any prior reports from CAMHS, educational psychologists, paediatricians, or other professionals involved in your child's care.

If pre-assessment information is materially incomplete by the day of the appointment, the clinician may need to defer parts of the assessment. Where this means the appointment cannot be completed on the day, the appointment is treated as used and the rescheduling provisions of the main Terms (clause 5.2) apply.

A4. QbCheck

QbCheck is an evidence-based digital assessment tool that provides an objective measure of attention, motor activity and impulsivity. It is one of several tools your clinician may consider as part of your assessment. It is not used in every assessment.

Where QbCheck is appropriate, you (or, for paediatric patients, the booking parent) will be invited to complete the test in advance of your appointment. Use of QbCheck involves sharing limited test data with QbTech, the provider of the tool. Separate consent is sought at the point of use, and full information is provided in our Privacy Notice.

QbCheck is included in the assessment fee and there is no additional charge for using it.

A5. Assessment format and duration

Adult ADHD assessments are typically conducted as a single appointment. Paediatric assessments may be split across two appointments where this is clinically appropriate (for example, parent interview and child interview held separately).

Adult assessments are usually delivered remotely by secure video call, with in-person appointments available at Bedford Consulting Rooms by arrangement. Paediatric assessments (under 18) are delivered in person only.

We typically allow up to three hours of clinical time for an assessment. Your appointment confirmation will set out the specific duration for your booking.

A6. Consent for paediatric assessments

For paediatric patients, the consent framework set out in clause 3.5 of the main Terms applies in full. In summary:

- The booking parent warrants that any other persons with parental responsibility are aware of and agree to the assessment.
- A parent or carer attends every session. For children aged 12 and under, two adults must attend (clause 3.5.3).
- The child or young person is offered the opportunity to spend part of the appointment alone with the clinician, where appropriate to their age and competence.

A7. Audio recording of assessments

With your explicit consent, given at the start of the session, we may record audio of the assessment to support accurate report writing. Recording is always optional and you may decline at any point. Recordings are deleted 30 days after your final report is issued. Full information is set out in our Privacy Notice.

A8. The diagnostic outcome

Your clinician will share the diagnostic outcome with you at the end of the assessment, or at a follow-up appointment where the case requires further reflection or additional evidence. Possible outcomes include:

- **ADHD diagnosis confirmed:** a clinical formulation will be provided, including subtype where appropriate (predominantly inattentive, predominantly hyperactive-impulsive, or combined). You will be offered onward signposting, including the option to enrol in our medication package (Annex C) if clinically appropriate.

- **ADHD not diagnosed:** the clinician may identify other matters relevant to your wellbeing and signpost to alternative services.
- **Inconclusive or further information required:** in some cases, the clinician may need additional information before reaching a conclusion. This may involve completing further questionnaires, gathering school or family input, or scheduling a follow-up appointment.

A9. The assessment report

Following the assessment, you will receive a written report that includes:

- A summary of the information considered.
- The clinical formulation and diagnostic outcome.
- Recommendations for next steps.
- Signposting to relevant resources, NHS pathways, or further services.

With your consent, a copy of the report is sent to your registered GP. We typically issue reports within 10 working days of the assessment, though complex cases may take longer. We will tell you if there is likely to be a delay.

A10. ASD top-up

If, during the course of your ADHD assessment, the clinician identifies traits suggestive of Autism Spectrum Disorder (ASD), and you wish to explore this further, an ASD top-up assessment can be added. Full details are set out in Annex B.

The decision to proceed with an ASD top-up is made jointly between you (or, for paediatric patients, the booking parent) and the clinician. It is not a substitute for a standalone ASD assessment, which is a separate service.

A11. Fees and refunds

The current assessment fee is set out in our published fee schedule. Payment is due in full at the time of booking, in line with clause 4.2 of the main Terms.

Cancellation, rescheduling, and lateness rules are set out in clause 5 of the main Terms. In summary:

- Cancellation more than 72 hours before the appointment: full refund.
- Cancellation less than 72 hours before the appointment: no refund. Rescheduling at our discretion.
- Did not attend: no refund.
- Lateness of more than 30 minutes: assessment may not be completed on the day; appointment treated as used.

A12. After your assessment

If you receive an ADHD diagnosis and wish to start medication, you can enrol in our 6-month medication package (Annex C) at any point. The medication package is a separate service with its own fee.

If you are diagnosed but already receiving medication management elsewhere, you do not need to enrol in our medication package.

If you are not diagnosed but wish to seek a second opinion, you are free to do so. We will release a copy of your report to another provider with your consent.

Annex B. ASD Assessment

This Annex forms part of the Neuro FX Ltd Terms and Conditions and applies to patients booking an ASD assessment, either as a top-up to ADHD assessment or as a standalone service. It should be read alongside the main Terms.

B1. About this service

NeuroFX provides Autism Spectrum Disorder (ASD) assessment for patients aged 6 and above. Our ASD service is available in two forms:

- **Standalone ASD assessment:** a comprehensive ASD evaluation as a discrete service.
- **ASD top-up:** an ASD evaluation added to an ADHD assessment where ASD traits are identified during the ADHD assessment process.

Both options use the Autism Diagnostic Interview-Revised (ADI-R) as the primary diagnostic instrument, supported by clinical interview, observation, and informant input.

B2. What the assessment includes

Your ASD assessment includes:

- A pre-assessment review of questionnaires, informant input and supporting documents.
- An ADI-R interview with a parent, carer, partner or other person who has known the patient well across their lifespan. Informant interview is a mandatory element of ADI-R and we cannot complete the assessment without it.
- Clinical interview and observation of the patient.
- Discussion of differential diagnoses and any co-occurring conditions.
- A diagnostic outcome and clinical formulation.
- A written assessment report sent to you. With your consent, a copy is sent to your registered GP.
- Signposting to onward services and support organisations as appropriate.

B3. Standalone ASD assessment

A standalone ASD assessment is a discrete service for patients who wish to investigate ASD without an ADHD assessment, or who already hold an ADHD diagnosis. It includes everything set out in section B2.

Standalone ASD assessment is available for both adults and children aged 6 and above. The fee is set out in our published fee schedule.

B4. ASD top-up

Where ASD traits are identified during an ADHD assessment, an ASD top-up can be added on, subject to availability. The decision to add a top-up is made jointly between you (or, for paediatric patients, the booking parent) and the clinician.

The top-up uses the same diagnostic process as a standalone ASD assessment but builds on the clinical material gathered during the ADHD assessment, which is why the fee is lower than the standalone option. The top-up fee is set out in our published fee schedule.

If at the start of the assessment you are already certain you want both ADHD and ASD assessed, the standalone ASD route may be more appropriate. Discuss this with us at booking and we will help you decide.

B5. Pre-assessment requirements

To make the most of your appointment, we ask you to complete the following before your assessment date:

- Patient questionnaires (e.g. AQ-10, RAADS-R for adults; SCQ, SDQ for children) provided by us before your appointment.
- ADI-R informant questionnaire, completed by a parent, carer, partner or other person who has known the patient well throughout their life.
- Any prior reports, school records or NHS letters relevant to your assessment.

Without an informant who can complete the ADI-R, we cannot complete the assessment. Please tell us at booking if you anticipate any difficulty in identifying an informant, so we can discuss alternatives.

B6. Format and duration

Adult standalone ASD assessments are typically conducted as a single extended appointment, lasting up to four hours including breaks. Paediatric assessments may be split across two appointments where this is clinically appropriate.

Adult assessments are usually delivered remotely by secure video call, with in-person appointments available at Bedford Consulting Rooms by arrangement. Paediatric assessments (under 18) are delivered in person only, with the same chaperone provisions as Annex A (two adults required for children aged 12 and under).

B7. The diagnostic outcome

Your clinician will share the diagnostic outcome with you at the end of the assessment, or at a follow-up appointment where further reflection is needed. Possible outcomes include ASD diagnosis confirmed, ASD not diagnosed, or further information required.

ASD assessment outcomes are not always clear-cut and may be more nuanced than ADHD diagnoses. Your clinician will explain the basis of their conclusion and any uncertainty.

B8. The assessment report

Following the assessment, you will receive a written report that includes a summary of the information considered, the clinical formulation, the diagnostic outcome, and recommendations for next steps including signposting to support organisations.

With your consent, a copy is sent to your registered GP. We typically issue reports within 10 working days of the assessment, though complex cases may take longer. We will tell you if there is likely to be a delay.

B9. What we cannot offer

NeuroFX does not provide:

- Treatment or therapy specifically for ASD.
- ASD-specific medication management. Where co-occurring ADHD is diagnosed, ADHD medication is available through Annex C.
- Statement of educational, health and care plan (EHCP) input. We can provide a copy of the report for use in EHCP applications, but the EHCP process itself is led by your local authority.
- Workplace assessments or occupational support.

Where you need any of these services, we will signpost to appropriate providers.

B10. Fees and refunds

Current fees for standalone ASD assessment and ASD top-up are set out in our published fee schedule. Payment is due in full at the time of booking, in line with clause 4.2 of the main Terms.

Cancellation, rescheduling, and lateness rules are set out in clause 5 of the main Terms and follow the same pattern as Annex A.

B11. Consent for paediatric assessments

Paediatric ASD assessments follow the same consent framework as paediatric ADHD assessments, set out in clause 3.5 of the main Terms. The booking parent warrants that any other persons with parental responsibility are aware of and agree to the assessment, a parent or carer attends every session, and (for children aged 12 and under) two adults are required.

Annex C. ADHD Medication Package

This Annex forms part of the Neuro FX Ltd Terms and Conditions and applies to patients enrolled in our 6-month ADHD Medication Package. It should be read alongside the main Terms, our Medication Treatment Agreement, and our Medications and Prescribing Policy.

C1. About the medication package

The ADHD Medication Package is a structured 6-month treatment programme for patients aged 6 and above who have been diagnosed with ADHD (either by NeuroFX or by another provider whose diagnosis we have accepted under Annex D).

The package combines initial titration, structured clinical reviews, prescriptions, and prescriber support into a single 6-month programme. It is designed to take you from your starting point through to a stable, effective dose under expert supervision.

After the 6-month package ends, ongoing care is delivered through Annex E (Medication Reviews and Ongoing Prescribing). There is no automatic renewal of the package.

C2. Eligibility and starting the package

To start the medication package, you must:

- Hold an ADHD diagnosis from NeuroFX, or from another provider whose diagnosis we have accepted under Annex D.
- Have given consent to GP communication (this is a condition of medication services, see clause 3.4 of the main Terms).
- Have completed our pre-titration screening, including baseline cardiovascular checks where clinically appropriate.
- Have provided photographic identity verification (clause 3.2 of the main Terms).
- Have signed the Medication Treatment Agreement (a separate document).

If at any point during onboarding we identify a clinical reason why medication is not appropriate or safe, we will discuss this with you and may decline to start the package. Where this happens, the package fee is fully refunded.

C3. What the package includes

The package fee covers, for a period of 6 months from the first titration appointment:

- Initial titration appointment with the prescribing clinician.
- All scheduled review appointments needed during titration and stabilisation. The number of reviews varies according to clinical need but is typically 4 to 6 over the 6-month period.
- All prescriptions (FP10PCDSS forms) issued during the 6-month period.
- Travel letters where needed to support travel with stimulant medication, including international travel.
- Reasonable email and telephone support between appointments for non-urgent clinical questions.
- Communication with your registered GP, including a request for shared care at the appropriate point.

The package fee is the same for adult and paediatric patients.

C4. What the package does not include

The package fee does not cover:

- The cost of the medication itself, which is paid to the dispensing pharmacy.

- Postage and handling charges levied by the pharmacy or by Royal Mail for prescription dispatch.
- Blood pressure monitoring equipment that you may need at home.
- Replacement of lost or stolen prescriptions beyond the first replacement (see C8).
- Care after the 6-month package ends, which is delivered through Annex E.

C5. Titration and review process

Titration is the process of starting medication, increasing or adjusting the dose, and finding the most effective and well-tolerated treatment for you. NeuroFX follows NICE guideline NG87 and the prescribing standards set out in our Medications and Prescribing Policy.

C5.1 Adult titration and review

For adult patients, titration appointments are typically held every 2 to 4 weeks during the active titration phase. Once a stable, effective dose is reached, reviews shift to a longer cadence. The 6-month package includes all reviews needed during this period.

C5.2 Paediatric titration and review

For paediatric patients, titration follows the same overall framework but with additional safeguards:

- Reviews are conducted at least every 6 months throughout treatment, including during the package and during ongoing prescribing under Annex E. This is in line with NICE NG87.
- At each review, height, weight, blood pressure, pulse, and any side effects affecting growth, sleep or appetite are recorded.
- A growth and cardiovascular monitoring plan is agreed at the start of treatment.
- Medication holidays (planned breaks from medication) are not undertaken without explicit clinical agreement and a clear plan, recognising the risks of unplanned breaks.

Paediatric reviews continue at this 6-monthly cadence after the 6-month package ends, under Annex E.

C6. Controlled drug prescribing

Most ADHD medications are controlled drugs (CDs) under the Misuse of Drugs Regulations 2001. Prescribing CDs requires additional safeguards, set out below.

C6.1 Prescription forms and dispatch

- Prescriptions are issued on FP10PCDSS forms, the official private CD prescription form.
- Prescriptions are dispatched by Royal Mail Special Delivery to your registered address, or to a nominated pharmacy if you have arranged this.
- Prescriptions are valid for 28 days from the date of signing. They cannot be re-dated or extended.
- CDs are prescribed in maximum 30-day quantities, in line with NHS guidance and the Misuse of Drugs Regulations.

C6.2 Lost or stolen prescriptions

- If a prescription is lost, stolen, or destroyed before being dispensed, please tell us as soon as possible.
- The first replacement during your time as a NeuroFX patient is free.
- Subsequent replacements are charged at £50 to cover clinician time, secure dispatch, and additional record-keeping.
- Where there is reason to believe that a prescription has been deliberately mishandled or that medication is being diverted, we may decline to issue a replacement and may discharge you from the service.

- Lost or stolen prescriptions involving CDs are reported to the relevant authority where required by law.

C6.3 Early repeat requests

Requests to issue a prescription earlier than the planned next dispensing date are considered case-by-case. We may decline early repeats where we have clinical or safety concerns. Repeated early-repeat requests may trigger a review of treatment.

C6.4 Travel letters

Patients on ADHD medication often need to carry a travel letter when travelling internationally. Travel letters are included in the package and in ongoing prescribing under Annex E. Please give us at least 5 working days' notice to prepare a travel letter.

C6.5 Storage and safety at home

You are responsible for storing your medication securely. For paediatric patients, the parent or person with parental responsibility takes this responsibility on the patient's behalf. Storage and safety obligations are set out in the Medication Treatment Agreement.

C7. Shared care with your GP

C7.1 What shared care is

Shared care is an arrangement where your GP takes over routine NHS prescribing of your ADHD medication, with NeuroFX continuing to oversee your treatment plan and review your progress. Shared care reduces your ongoing costs because NHS prescribing is free at the point of dispensing.

C7.2 When and how we request shared care

During the package, once your dose has stabilised, we will write to your GP to request shared care. The request includes your treatment plan, dose, monitoring requirements, and our undertaking to provide ongoing specialist oversight.

C7.3 If your GP accepts shared care

If your GP accepts, NHS prescriptions begin and our prescribing role transfers to specialist oversight. NeuroFX continues to provide:

- Reviews on the cadence agreed in the shared care plan.
- Specialist support to your GP for any questions about your treatment.
- Communication of any changes to dose or treatment plan.

C7.4 If your GP declines or delays shared care

Some GPs decline to enter into shared care, or take longer than expected to do so. This is a decision for your GP and is outside our control. Where this happens, we continue to provide private prescriptions under Annex E:

- Private prescriptions are charged at £50 per month while you remain stable.
- You continue to attend reviews on the cadence appropriate to your age (12 months for adults, 6 months for paediatric patients).
- We continue to encourage and support shared care, and will write again to your GP at appropriate intervals.

There is no time limit on private prescribing under Annex E, provided you remain clinically stable and engaged with reviews.

C8. Refunds and pauses during the package

C8.1 Refund tiers

Where you choose to withdraw from the package after starting, refunds are calculated on the following basis to reflect the clinician time and resources already deployed:

When you withdraw	Refund
Before the first appointment	Full refund (subject to cooling-off period rules in clause 4.4)
After the first appointment	£700 refunded
After the second appointment	£500 refunded
After the third appointment	No refund

C8.2 Pausing the package

We recognise that life events (illness, pregnancy, family circumstances, work pressure, financial change) can mean it is not the right time to be in active titration. You can request to pause the package for up to 6 months at any point. To pause:

- Tell us in writing (email is fine) that you wish to pause and the reason.
- We will agree the pause and confirm in writing the date the package resumes.
- During the pause, no prescriptions are issued and reviews do not take place.
- If you do not resume within 6 months, the pause becomes a withdrawal and the refund tiers in C8.1 apply, calculated by reference to appointments already completed.

Pausing is offered in good faith and is not intended to be used as a way of stretching the 6-month package over a longer period for cost reasons.

C8.3 Discharge during the package

Where we discharge you from the package under clauses 10.2, 10.3 or 10.4 of the main Terms (clinical grounds, non-engagement, or abusive behaviour), refunds are determined on the same basis as withdrawal in C8.1, taking into account services already delivered and clinician time reserved.

C9. Missed appointments and engagement

Appointments under the medication package form part of a structured 6-month treatment programme and represent allocated clinician time. The terms set out in clause 5.3 of the main Terms apply, including the £150 rebooking fee where two or more appointments are missed during the programme.

Repeated missed appointments may result in discharge from the programme under C8.3.

C10. Adverse reactions and reporting

If you experience side effects or adverse reactions to medication, please contact us as soon as possible during working hours, or NHS 111 / 999 out of hours for urgent concerns. We will:

- Review your symptoms and consider dose adjustments or medication changes.
- Where appropriate, report adverse reactions to the MHRA via the Yellow Card Scheme.
- Update your treatment plan and communicate any changes to your GP.

C11. Stopping treatment

You may decide to stop ADHD medication at any point. We strongly recommend you discuss this with your clinician before stopping, particularly for stimulant medications, as some patients experience rebound effects on stopping suddenly. We will support you to taper or stop medication safely.

If you stop medication during the package, you may continue to attend reviews to monitor wellbeing and consider alternatives. Refund rules in C8.1 apply if you also wish to withdraw from the package.

C12. Re-titration

If, after stabilising, your clinical situation changes such that re-titration is required (for example, a different medication is needed, or a significant dose change), this is normally undertaken within the existing package or under Annex E using one-off review appointments at the published fee.

C13. Transfer to another provider

Where you wish to move to another provider during the package or in ongoing prescribing, we will:

- Provide a clinical handover letter to the new provider with your consent.
- Issue a final prescription where clinically appropriate to bridge the transition.
- Calculate any refund due in line with C8.1.

C14. Paediatric provisions

Paediatric patients on the medication package are subject to the additional provisions in clause 3.5 of the main Terms, plus the following:

C14.1 Parental responsibility and consent

Consent to medication is given by the booking parent (or, where Gillick competence is established, by a competent child).

C14.2 Reviews and monitoring

Paediatric reviews are 6-monthly minimum, including measurement of height, weight, blood pressure and pulse, and discussion of side effects, sleep, appetite and growth trajectory.

C14.3 Medication storage

Parents are responsible for storing controlled medication securely (locked storage, out of reach of children) and for supervising administration. The Medication Treatment Agreement sets out these obligations in detail.

C14.4 Communication with school or nursery

Parents are responsible for liaising with school or nursery about medication during school hours. We do not contact schools directly. If your school requires a medication care plan, we provide a template and a clinical letter for you to share with the school.

C14.5 Transition at 18

When a paediatric patient turns 18 during the package, no formal transition appointment is required. The patient takes over responsibility for clinical decisions, payments and consent. Records continue under the same clinical record. There is no change in fees as a result of turning 18. We will discuss the transition with the patient and family in advance to make it smooth.

Annex D. External Diagnosis Review and Prescribing

This Annex forms part of the Neuro FX Ltd Terms and Conditions and applies to patients who hold an ADHD diagnosis from another provider and wish NeuroFX to take over their medication management. It should be read alongside the main Terms and Annex C.

D1. About this service

If you have been diagnosed with ADHD by another provider and wish NeuroFX to provide ongoing medication management, we will review your existing diagnosis to confirm whether we can accept it as the basis for prescribing. This service is the External Diagnosis Review.

Accepting an external diagnosis is at our clinical discretion. We are not required to accept any external diagnosis, and our decision is based on whether the original assessment meets our standards (set out in D3 below).

D2. Who this annex applies to

This annex applies to patients who:

- Hold an existing ADHD diagnosis from another clinician (NHS or private).
- Wish NeuroFX to take over their medication management going forwards.
- Have not had their diagnosis assessed by NeuroFX.

If you do not yet have an ADHD diagnosis but wish to be assessed, please see Annex A.

If you have already been a NeuroFX patient and now wish to return to medication services after a period away, please contact us directly. The External Diagnosis Review process does not normally apply to existing patients with an existing NeuroFX diagnosis.

D3. Reports we will accept

We will consider an external diagnosis where the original assessment was conducted by an appropriately qualified clinician working in line with NICE guideline NG87. Specifically, we look for:

- Assessment by a registered specialist (psychiatrist, advanced practitioner, or equivalent) with relevant experience in ADHD.
- Use of an evidence-based diagnostic framework (e.g. DIVA-5, ACE+, full DSM-5 criteria assessment).
- A written report covering history, symptoms, differential diagnoses, and clinical formulation.
- Sufficient detail for us to understand the basis of the diagnosis.
- For paediatric patients, an assessment from CAMHS, a private paediatric provider, or another appropriately qualified provider is acceptable on the same standard.

A diagnostic letter alone (without a supporting report) is normally insufficient. Reports older than 5 years may need supplementing with a clinical update from you, depending on circumstances.

D4. Reports we will not accept

We will not accept the following as the basis for medication management:

- Self-diagnosis.
- Online questionnaires not interpreted by a qualified clinician.
- Brief letters or notes that do not constitute a clinical assessment.
- Reports from clinicians who are not appropriately qualified for ADHD assessment.
- Reports that do not meet the standards in D3.

D5. Review process and fee

The External Diagnosis Review is a £250 service. It includes:

- A review of your existing assessment report and any supporting documentation you provide.
- A clinical interview with you to discuss your history, current symptoms, and treatment so far.
- Cardiovascular and other baseline checks where clinically appropriate.
- A written outcome (accept, decline, or further information required).

Payment is due in full at the time of booking.

D6. Possible outcomes

D6.1 Accepted

Where we accept your diagnosis, you can move directly to medication services:

- If you require new titration or significant dose change, you enrol in the medication package (Annex C) at the standard fee.
- If you are already stable on medication and need only ongoing prescribing, you move directly to ongoing prescribing under Annex E. You do not need to enrol in the package.

Your clinician will discuss with you which route is appropriate.

D6.2 Declined

Where we decline to accept the external diagnosis, we will explain why. The £250 review fee is not refunded, as the clinician time has been used. You have several options:

- Continue with your current provider.
- Seek a third opinion from another provider.
- Undertake a full ADHD assessment with NeuroFX. The cost of full reassessment is £425, recognising that we have already taken £250 from you for the external review. This means a total spend of £675 to reach a NeuroFX assessment outcome from the External Diagnosis Review starting point.

D6.3 Further information required

In some cases the clinician may need additional information before reaching a decision (for example, a clearer report from the original provider, or further questionnaires). Where this happens, we will tell you what is needed and how to provide it. There is no additional fee for the additional review where this is requested by us.

D7. After acceptance

Once you are accepted under this annex and have moved into Annex C or Annex E, the relevant annex applies to your ongoing care. The External Diagnosis Review is a one-time gateway service; it is not an ongoing relationship in itself.

D8. Paediatric provisions

Paediatric External Diagnosis Reviews follow the same process as adult reviews, with the following additions:

- CAMHS reports and private paediatric assessments are accepted on the same standard as adult reports.
- Where a young person is transferring from another paediatric provider, we will work with the family to ensure continuity of medication and shared care arrangements.

- All paediatric provisions in clause 3.5 of the main Terms apply (parental consent, attendance at sessions, two-adult chaperone for under-12s).

D9. Cancellation and refunds

Standard cancellation rules apply (clause 5 of the main Terms):

- Cancellation more than 72 hours before the review appointment: full refund of the £250 fee.
- Cancellation less than 72 hours before: no refund.
- Did not attend: no refund.

If we decline to accept your diagnosis (D6.2), the £250 is not refundable, as the review has been completed.

Annex E. Medication Reviews and Ongoing Prescribing

This Annex forms part of the Neuro FX Ltd Terms and Conditions and applies to patients in ongoing prescribing care after completing the medication package (Annex C) or being accepted under External Diagnosis Review (Annex D). It should be read alongside the main Terms and Annex C.

E1. About ongoing prescribing

Once a patient has completed the 6-month medication package (Annex C) or has been accepted directly into ongoing prescribing under Annex D, this annex governs their continuing care.

The aim of ongoing prescribing is to maintain a safe, effective, stable medication plan with appropriately spaced clinical reviews. It is not the same as an active titration phase; the assumption is that you are stable on a known dose.

Where ADHD shared care has been accepted by your GP, much of this annex still applies (regular reviews, communication, support) but prescriptions are issued on the NHS by your GP rather than by NeuroFX. Where shared care has not been accepted, NeuroFX continues to prescribe privately under E3.

E2. Reviews

E2.1 Adult patients

Adults on ongoing prescribing have a clinical review at least once every 12 months. The review covers:

- Symptoms, response to medication, and any side effects.
- Cardiovascular checks (blood pressure, pulse) and weight where appropriate.
- Mental health, sleep, and any co-occurring conditions.
- Confirmation that the current dose remains appropriate.
- Any required updates to your GP.

The annual review is included in the cost structure of ongoing prescribing (E3) for patients on private prescribing. Patients on NHS shared care have their annual review included in their ongoing care relationship at no additional charge.

E2.2 Paediatric patients

Paediatric patients have a clinical review at least once every 6 months, in line with NICE NG87. The review covers all the items in E2.1 plus:

- Height, weight, and growth trajectory.
- Appetite, sleep, and any developmental concerns.
- School and family functioning.
- Any change in family circumstances or safeguarding considerations.

E2.3 Ad hoc reviews

Where you need a clinical review outside the standard cadence (for example, to consider a dose change, manage side effects, or address a specific concern), an ad hoc review can be booked at £250.

E2.4 Missed reviews

Reviews are required for safe ongoing prescribing. Where a patient does not attend or repeatedly fails to schedule a review:

- We will contact you to remind you and offer appointment slots.

- If a review is more than 4 weeks overdue, we may pause prescribing until a review is completed.
- Repeated failure to attend reviews may result in discharge under clause 10.3 of the main Terms.

E3. Ongoing private prescribing fees

Where shared care has not been arranged with your GP, NeuroFX continues to provide private prescriptions on the following basis:

- £50 per month per prescription, while you remain stable on medication.
- This includes the prescriber's time, secure dispatch by Royal Mail Special Delivery, and brief between-appointment communication.
- It does not include the cost of the medication itself, which is paid to the dispensing pharmacy.
- It does not include ad hoc reviews, charged separately at £250.

Where shared care has been arranged with your GP, you do not pay the £50 monthly prescribing fee. NeuroFX continues to provide specialist oversight, annual or 6-monthly reviews, and communication with your GP.

E4. Travel letters and other support

Travel letters for international travel with stimulant medication are included for patients in ongoing prescribing under this annex. Please give us at least 5 working days' notice.

Reasonable email and telephone support for non-urgent clinical questions is included. We aim to respond within 2 working days. Out of hours, please contact NHS 111 or 999 as appropriate.

E5. Lost or stolen prescriptions

The lost prescription terms set out in clause C6.2 apply to ongoing prescribing under this annex: the first replacement is free, subsequent replacements are charged at £50.

E6. Pausing or stopping ongoing prescribing

You can pause or stop your prescribing relationship with NeuroFX at any time by telling us in writing. Where you pause and resume within 6 months, you simply resume the existing arrangement. Where the gap is longer, we may need to undertake a refresh review (charged at £250) before resuming prescribing, depending on the time elapsed and clinical circumstances.

If you stop and choose to return to NeuroFX after a longer absence, we may treat you as a returning patient with appropriate clinical checks. We will discuss this with you.

E7. Discharge and transfer

The discharge and transfer provisions in clause 10 of the main Terms apply. Where you transfer to another provider, we will provide a clinical handover letter with your consent and issue a final prescription where clinically appropriate to bridge the transition.

E8. Paediatric provisions

Paediatric patients in ongoing prescribing are subject to:

- 6-monthly review cadence (E2.2).
- All paediatric provisions in clause 3.5 of the main Terms (parental consent, attendance, chaperone for under-12s).

- All paediatric provisions in clause C14 of Annex C (medication storage by parent, school communication via parent).
- Transition at 18 follows the same process as in C14.5: no formal transition appointment, no fee change, responsibility shifts to the patient with no change in clinical pathway.

Document control

Version	Date	Summary of change	Approved by
1.1	July 2025	Initial version (main Terms only, no Annexes)	Tina Fox
2.0	April 2026	Annual review and rewrite. Combined Terms and Service Annexes A-E.	Tina Fox

These Terms and Annexes should be read alongside the Medication Treatment Agreement (where applicable), the Patient Charter, the published fee schedule, and our Privacy Notice. All are available at www.neurofx.co.uk or on request.