

GL11 Counselling Service

is a community service partnership
between the NHS Berkeley Vale Primary Care
Network and GL11 Community Hub.



We provide a counselling service to adults living
in the areas served by Dursley, Cam & Uley,
Wotton Under Edge & Berkeley surgeries.

Referral is only through a GP or Social Prescriber.

If you have any queries while waiting for a
counselling appointment, or while you are
having counselling, please contact:

Contact the **GL11 Counselling Service**

Phone: 01453 703605 or 01453 548530

email: liftcounselling@gl11.org.uk

GL11 Counselling Service



What happens next?

After your assessment

... During your counselling

*A service for the patients of the
Berkeley Vale Primary Care Net-
work.*

While on the waiting list . . .

If you wish to go ahead with counselling after your assessment session you will be placed on the **GL11 Counselling Service** waiting list.

The wait will vary depending on your availability and may be between six and ten weeks.

You will be contacted by email or telephone while you are on the waiting list. This is to check how you are, confirm that you still want the counselling and to see if your availability has changed.

As slots come up, the Service Administrator will contact you to arrange a suitable time and venue. Usually, sessions are at GL11 Community Hub but we have some sessions available in Wotton.

Six sessions of one-to-one counselling will be offered and you will be told the name of your counsellor and date of first appointment. All sessions are one-to-one and face to face. Telephone sessions are also available.

Your counselling sessions will be every week at the same time and last about 50 minutes.

If you have any further questions while on the waiting list, please contact Rosie, the Service Administrator.

During your counselling...

Please try to arrive on time as we have no waiting area. Your counsellor will meet you in Reception and ask you to sign-in.

(Sorry but we cannot look after children or pets while you are in a counselling session.)

At your first session, the counsellor will discuss confidentiality, practical arrangements and what we ask you to commit to during counselling. They will also ask you to sign the Counselling Agreement.

If you cannot attend a session for any reason or are going on holiday, please let us know as soon as possible.

We will always aim to inform you, as soon as we can, if for any reason the session cannot go ahead.

Sometimes, people feel more confused or upset during some of their counselling as they explore issues or try to change patterns of behaviour. This is normal and something to discuss with your counsellor.

If you have any further questions relating to your counselling, please feel free to talk to your counsellor about them, or you can contact Rosie, Service Administrator or the GL11 Clinical Director.