

Do you need to talk to someone right now?

If you're having more extreme thoughts and feelings or considering taking your own life, you should speak to someone as soon as possible. Depending on how severe your symptoms are, your options include:

Wigan Mental Health Urgent Response Team

Telephone 0800 051 3253 (24/7 Mental Health Crisis Line for people of all ages in Wigan).

The Samaritans

Telephone 116123 (24 hours a day, 365 days a year).

Papyrus HOPEline UK

For children and young people up to 35 years of age: Telephone 0800 068 4141, 9am until midnight every day of the year.

Text 07860 039967

Email: pat@papyrus-uk.org

CALM Helpline

For men: Telephone 0800 58 58 58 (5pm until midnight every day).

Booking an emergency appointment with your doctor. Visiting your nearest A&E department or calling 999 for life threatening emergencies.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust, Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, braille, and other languages upon request.
For more information please ask in the department/ward.

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Counselling Service

Patient Information

The Patient Information Leaflets page on the Trust website is available on the link: <https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.



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What is Counselling?

Counselling is a talking therapy that involves a trained therapist listening to you and helping you to find ways to deal with any emotional issues you are experiencing and problems of living.

Sometimes the term "counselling" is used to refer to talking therapies in general, but counselling is also a type of therapy in its own right.

Who can access the service?

The counselling service is available to anyone over the age of 16, who is registered with a General Practitioner (GP) in the Wigan and Leigh area. You can self-refer to the service by contacting: **Community Patient Booking Line** telephone 01942 483483 or alternatively referrals can be made through your GP or other Primary Care Professional.

What to expect from counselling?

You will be encouraged to talk about your feelings and emotions with a trained therapist, who'll listen and support you without judging or criticising.

The therapist can help you gain a better understanding of your feelings and thought processes, and find your own solutions to problems, but they won't usually give advice or tell you what to do.

What will happen at my first appointment?

The counselling service offers an initial assessment by telephone or Video Call using NHS Attend Anywhere. Following this assessment if you feel that counselling will be helpful and you meet our eligibility criteria, you will be placed on a follow up waiting list until an appointment becomes available to start your counselling sessions. It is important to note that we are a short-term counselling service and offer up to seven follow-up sessions after your initial assessment. In some cases, your presenting issues may be more complex and will require longer term therapy than this service can offer.

If following your initial assessment, you do not meet the eligibility criteria for this service, you will be referred back to your GP or signposted to other services which would be more suitable for your presenting needs. If you require immediate crisis intervention, you may be referred to the Wigan Mental Health Urgent Response Team.

What can Counselling help with?

We can work with a wide range of presenting issues, such as:

- Mild to moderate depression
- Anxiety/Stress

- Complex/extended bereavement
- Coping with chronic illness or significant injury
- Family/relationship issues
- Loss (employment, relationship, health)
- Personal Identity Issues.

How is the service offered?

The service operates from 8:30am until 5pm, however we have a limited number of appointments, early morning, and late afternoon. You will be offered a choice of how you receive your counselling sessions, which will typically be either by telephone or video call. If you are unable to have your counselling by telephone or video then, depending on whether your individual circumstances meet our criteria, we may be able to offer face-to-face sessions at designated clinics across the Wigan and Leigh area.

Contact us

Counselling Service

Golborne Clinic
Lowton Road
Golborne
Warrington
WA3 3EG

Telephone: 01942 483483