Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Counselling Service

Version number: **2**
Last modified date: **12th November 2026**

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Patient Information

- Author ID: RS
- Leaflet Ref: CM 306
- Version: 2
- Leaflet title: Counselling Service
- Date Produced: May 2024
- Expiry Date: May 2026

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 aged 16 years and over, 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 0300 707 7700.

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 Specialist Community Mental Health 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 on Monday to Friday from 9am with our latest appointment typically starting at 4pm, 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 face to face at designated clinics across the Wigan borough or by telephone or video call.

Contact us

Counselling Service

Golborne Clinic

Lowton Road

Golborne

Warrington

WA3 3EGTelephone: 0300 707 7700

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:

24/7 Mental Health Crisis Helpline

Telephone 0800 953 0285 (for people of all ages).

PAPYRUS Prevention of Young Suicide

If you are having thoughts of suicide or are concerned for a young person who might be you can contact **HOPELINE247** for confidential support and practical advice.

For children and young people under the age of 35 who are experiencing thoughts of suicide

For anyone concerned that a young person could be thinking about suicide

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

The Samaritans

Telephone 116 123 (24 hours a day, 365 days a year).

https://www.samaritans.org/

CALM Helpline

For men: Telephone 0800 58 58 58 (5pm until midnight every day).
https://www.thecalmzone.net/

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



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