

## Information for clients and referrers

The First Psychology Community Clinic offers low-cost counselling mostly delivered by trainee counsellors undertaking a professional training in counselling with First Psychology Training.

### Locations

We currently offer an in-person counselling service at selected First Psychology venues across Scotland as well as an online service.

### Who do we see

We work with adults (age 16+) with mild to moderate mental health distress. Clients must be registered with a GP practice in their local area and must not be in counselling or therapy elsewhere. This service is not suitable for those with complex or severe mental health difficulties. We do not offer a crisis/emergency service.

### Attendance

All counselling is offered on a weekly basis and clients are expected to commit to attending regularly. The clinic is not suitable for clients requiring occasional appointments nor for those unable to commit to a specific time/day each week.

If a client does not attend for two or more consecutive appointments without notice it will be assumed that they no longer wish to attend, and no further sessions will be offered.



The clinic will communicate this in writing to the client confirming the ending of the sessions.

### **Fees and payment**

As we are a low-cost service, clients will be asked to commit to a fee that is affordable for them when attending on a weekly basis. Fees range from £5 to £25 per session.

The fee must be paid in advance or immediately following the session to the counsellor. Clients are not permitted to pay in arrears. Should payment for any sessions remain outstanding at the next session, counselling will be suspended until payment is made.

The community clinic strives to operate a 'non-cash' policy and we ask clients to pay electronically using a card or direct banking.

### **Confidentiality**

We offer a confidential service to clients. No information will be shared with third parties without a client's consent. The only exceptions to this are:

- a) where there may be a risk of harm (to self or others)
- b) where civil or criminal proceedings may arise if information were not disclosed.

### **Data protection**

The community clinic holds information about clients in a secure and confidential manner in line with First Psychology's data protection policy.

### **Recording of sessions**

Sessions are occasionally recorded for clinical supervision and student evaluation purposes. This is essential for the effective running of the

**A low cost,  
confidential  
service**

community clinic. All recorded materials are kept confidentially and are accessible only to clinical supervisors and training assessors. Clients are asked to be aware that sessions will be recorded occasionally and that anonymised written material relating to them may be used for supervision and evaluation purposes. Accepting this is a condition of undertaking counselling within the community clinic in all but exceptional circumstances.

## Referrals

All referrals to the community clinic should be made via [our electronic referral form](#). This should be completed by the client with the support of a referrer or carer where appropriate.

**Please note:** the community clinic works with a small number of referring organisations who should be mentioned as part of the referral process by the client to ensure the appropriate pathway is offered.

## Initial assessment appointment (30 minutes)

Upon receipt of the referral and assuming the client is suitable, the clinic will make contact to arrange an initial appointment which will be conducted by telephone or online by a qualified First Psychology practitioner. This will last 30 minutes and is designed to explore the client's circumstances, needs and aspirations and to ensure counselling is appropriate. Following this appointment the client will be placed on the waiting list to be offered counselling at a suitable time/day/location.

Where a client has been offered two opportunities to commence counselling and declined both of these, they will have one more opportunity to be offered an appointment from their current place in the waiting list. If this third appointment is declined, then the client will be deemed as not in the position to commence counselling at the present time and removed from the waiting list. They may re-refer to the service after six months should they wish to do so.

## Counselling sessions

Counselling sessions are organised into contracted blocks of six sessions (including review) up to a maximum of 20 sessions per client. The first counselling session will include a discussion with the counsellor and agreement on how things will proceed in terms of particular issues to be worked on, general approach and a counselling 'contract' to be agreed in relation to this. Should a client feel unhappy with the counsellor allocated to them they can request to be placed on the waiting list to be offered a different counsellor when a suitable appointment becomes available.



The community clinic strongly advises clients to raise any concerns or queries about the counselling they are receiving with their counsellor initially.

## Complaints

The community clinic has a complaints policy that is available upon request.

## Ethics and practice

All counsellors working within the community clinic have a PVG certificate registered to First Psychology and work within the ethical framework of the BACP (British Association for Counselling and Psychotherapy). They receive regular supervision from a First Psychology Approved practitioner to ensure the quality of their clinical work.

## Cancellations

The community clinic operates a cancellation policy requiring a minimum of two working-days' notice of cancelled sessions. Where a session is cancelled late or not attended, the fee will be incurred and must be paid at the next counselling session. The missed session will normally be deducted from the total number of sessions available to the client as part of their contracted counselling.

All cancellations should be made directly to the clinic using the email address or telephone number provided.

Where a practitioner cancels a counselling session, the client will be provided with as much notice as possible. Any session cancelled by a practitioner will not be chargeable to the client nor counted as part of the number of sessions available as part of their contracted counselling.

## Ending counselling

Clients may end counselling at any time should they wish to do so. However, they are strongly encouraged to discuss this with their practitioner to ensure any ending is managed in a way that is supportive of their needs.


## Contact us

Contact the community clinic in the following ways:

Call **0330 202 0606** (leave a message and we will call you back)

Email  
[clinic@firstpsychologytraining.co.uk](mailto:clinic@firstpsychologytraining.co.uk)

Visit our web page at  
[firstpsychologytraining.co.uk/clinic](http://firstpsychologytraining.co.uk/clinic)  
for more information.



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