

the information to hand we can usually find it for you or point you in an appropriate direction. The Citizens Advice Bureau is an invaluable source of legal, financial and consumer advice. They can be contacted on:

Chichester 01243 784231
Bognor Regis 01243 866233

How do I make an appointment?

Any member of staff can self refer to the service. Your manager or Occupational Health can also refer you. To book an assessment session we ask you to fill in the referral sheet (see link below) and email it back to the site where you would prefer your counselling to take place. If you have any questions please contact the Staff Counselling Service.

Referral Sheet Link:

www.westernsussexhospitals.nhs.uk/departments/health-and-wellbeing/staff-counselling-service

The Process of Counselling

When we have received your referral form, we will contact you to make an assessment appointment. The assessor will then consider your needs and you will be placed with a suitable counsellor.

Staff Counselling Service:

St. Richard's Hospital.....01243 831624
ext. 31624
wshnt.staffcounselling-strichards@nhs.net

Worthing Hospital.....01903 205111
ext. 85356
wshnt.staffcounselling-worthing@nhs.net

Other Useful Numbers:

Citizens Advice Bureau.....01243 784231

Samaritans.....116 123

NHS.....111

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www.westernsussexhospitals.nhs.uk

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Information Sheet



Staff Counselling

What is Counselling?

Counselling is about exploring worries, anxieties or feelings that are interfering with your personal or work life. These issues may be in the here and now, or the past. It is the chance for you to be listened to, for your worries to be taken seriously and to be supported in reaching your own decisions and conclusions.

Does anyone else have to know I am seeing a Counsellor?

Counselling is confidential. If you refer yourself no one else needs to know. Even if a friend, colleague or a family member helps you make an appointment, the content of each session remains confidential unless you give us permission to discuss it.

Who comes for Counselling?

The counselling service is available to all staff members of Western Sussex Hospitals NHS Foundation Trust. You may be offered an onward referral if you have any specific or special needs.

Who are the Counsellors?

Most of our counsellors are professionally qualified and have experience of working in a health care setting. As we are a counselling placement provider for Universities in our area, some of our counsellors will be in training working towards their professional qualifications. They are all accountable to the British Association

Association for Counselling and Psychotherapy Codes of Ethics and Practice and are subject to its complaints procedure. They are fully supported by their manager and their professional supervisor.

Is my problem important enough?

No problem is too big or too small - if it is bothering you then it is worth sharing.

So what kind of things do people talk about?

The counsellors are used to hearing all kinds of issues, nothing is taboo. In a typical week we might deal with anxiety, depression, relationship difficulties, stress, confidence and assertiveness difficulties, group dynamics, bereavement, suicidal feelings, eating disorder, abuse, work related issues and managing change. Your issue does not need to be related to work for you to use the service.

How often will I need to come?

The Counselling service is a short term service and offers between 1 and 6 sessions. We begin with an assessment session and can discuss how many sessions we think will meet your needs. Some people find one session is enough.

Hot Spot Sessions

Hot spot sessions are one off sessions that are available during weekdays. If you feel that you need to talk to someone for just a session, please call and request a hot spot session. You may find

that this session leads to more questions and counselling could then be offered.

If I decide to see a counsellor how long will I have to wait?

The counselling service operates an appointment system. After receiving your referral form we try to see you for an initial assessment session within one week. During the assessment session we will discuss how soon we are able to offer you future appointments. Each appointment is 50 minutes long and usually takes place at weekly intervals.

Do I have to come by myself?

We know that sometimes it can be difficult to talk to a stranger, if you would like to see a counsellor but are worried about attending on your own, we are happy for you to bring a supportive friend to your first session.

What if I need to talk to someone outside office hours?

The counselling service does not provide a crisis service. If you feel in crisis and need to speak to someone, the Samaritans offer a 24 hour service every day of the year on Freephone 116 123, or your GP or NHS 111.

What if I need advice or information?

Generally counsellors do not tell you what to do, but there are times when you might need advice or information and these will not be withheld if