**Counselling Agreement**

This is a written agreement with OHC within NHS Greater Glasgow & Clyde. It is also a reminder of arrangements for the duration of counselling. A hand signature is not required, however please read over it and reply by email stating if you agree with the terms or if you've any questions please feel free to ask.

**Telephone Appointments –** These will be agreed directly with you and your counsellor will call you at the appointed time.

**Attend Anywhere Appointments -** Should you have an appointment already arranged via Attend Anywhere software, then you may access the virtual waiting area using this link: <https://nhsattend.vc/NHSGGCOccHealth> we suggest using the link a few minutes before your appointment time. Please note that you must use Google Chrome or Apple Safari internet browser.

If you have met the criteria within the service for an in person appointment then the following must be adhered to;

**Face to Face Appointments -** Every time you arrive for your counselling appointment please let reception know you are here and which counsellor you have come to see. Sessions will last approximately 45-50 minutes and will usually be at the same time every week or fortnight. The same counsellor will see you for each session.

**COVID - 19 ARRANGEMENTS Please consider the following questions before attending for your occupational health appointment.**

* Do you have a new or persistent cough?
* Do you have a high temperature or fever?
* Have you taken any medication which includes Paracetamol within the last 24 hours to relieve any COVID like symptoms?

**If the answer to any of these is “yes” then we ask that you DO NOT ATTEND YOUR APPOINTMENT. Please phone our dedicated number below for further advice and information as soon as you possibly can:**

**0141 201 0600**

If you are attending your appointment you will be asked these questions again by our reception staff on entering.

If you arrive early for your appointment you should wait in your car or elsewhere within the hospital until your appointment time.

Where possible you should attend for your appointment alone to help the department maintain social distancing and reception staff will ask you to wear a medical grade mask unless you have evidence of an exemption. Hand washing facilities are also available at reception.

**What will my session look like?**

Both clinician and patient are required to wear a fluid resistant face mask and be seated 2m apart for the duration of the session (i.e. 45-50mins). If your own mask does not meet these requirements then reception staff can issue you with one.

The room will be ventilated with an open window.

All contact points in the room will be sterilised before and after your appointment.

Hand sanitiser & sterilising wipes will be present in all face to face appointment rooms.

**Your safety & the safety of our colleagues are paramount.**

**Cancellations, Non Attendances & DNA’s**

Please cancel an appointment at least 24 hours in advance or if your appointment falls on a Monday by 9.15am on the day of the appointment. Please use 0141 201 0600 Option 1.

Non attendance or missing your appointment without contacting Occupational Health at least an hour before your appointment time, will be recorded as a Did Not Attend (DNA)

One DNA or two cancellations at any time in your period of counselling will be taken as an indication that counselling is not suitable for you at this present time, your counselling sessions will end if we have not heard from you within one week of the missed appointment. You are welcome to return for counselling at a future date. If you choose to do this you will be required to attend a further assessment prior to being placed on the counselling waiting list.

A cancellation with insufficient notice, or a non-attendance is included in your number of allocated sessions.

If you know you will need a break for several weeks in your counselling, please talk to your counsellor so that arrangements can be made for you.

If your counsellor cancels an appointment they will also try to provide at least 24 hours’ notice. Your appointment will be rescheduled and not counted as a missed appointment.

**Confidentiality**

All counsellors working within Occupational Health adhere to the ‘Ethical Framework for Good Practice in Counselling’ published by the British Association for Counselling and Psychotherapy (BACP). CBT counsellors will additionally abide by the Standards of Conduct, Performance and Ethics set by the British Association of Behavioural and Cognitive Psychotherapies (BABCP).

All counsellors will explain in the first session there are exceptions to the confidentiality agreement. For example, if you or others are at risk of harm to self or others, if there are any adult or child protection issues or if you are involved in any illegal activity the counsellor has a duty of care to disclose. In such cases the counsellor will discuss with you what will happen.

**Records**

All contact details and appointment details and a summary of each session will be recorded and kept securely electronically in accordance with NHS policies and GDPR (General Data Protection Regulations).

**Making Contact**

Whilst we would always wish to respect any concerns you might have about how contact is made with you, it is essential we have up to date contact information i.e address, and contact number.

**Complaints**

If you would like to make a formal complaint please ask for a copy of the NHS Complaints Procedure. Alternatively you can contact the service manager, Steven Reid via [Steven.Reid@ggc.scot.nhs.uk](mailto:Steven.Reid@ggc.scot.nhs.uk)

**Please sign below to indicate that you agree and understand the agreement.**

**Client Name: Date:**

**Client Signature:**

**Counsellors Name:**

**Counsellors Signature:**