

## ■ Service Evaluation

We want you to get the most out of your counselling and we are continually working to improve our service. To help with this process we ask you to:

- Complete a questionnaire during the assessment session.
- This questionnaire will take approximately 10 minutes to complete.
- You will be asked about the type of problem you have been experiencing.
- All of the information you provide is completely confidential.
- You can have a copy of the completed questionnaire.
- You have the right to withdraw your consent to the evaluation process at any time.

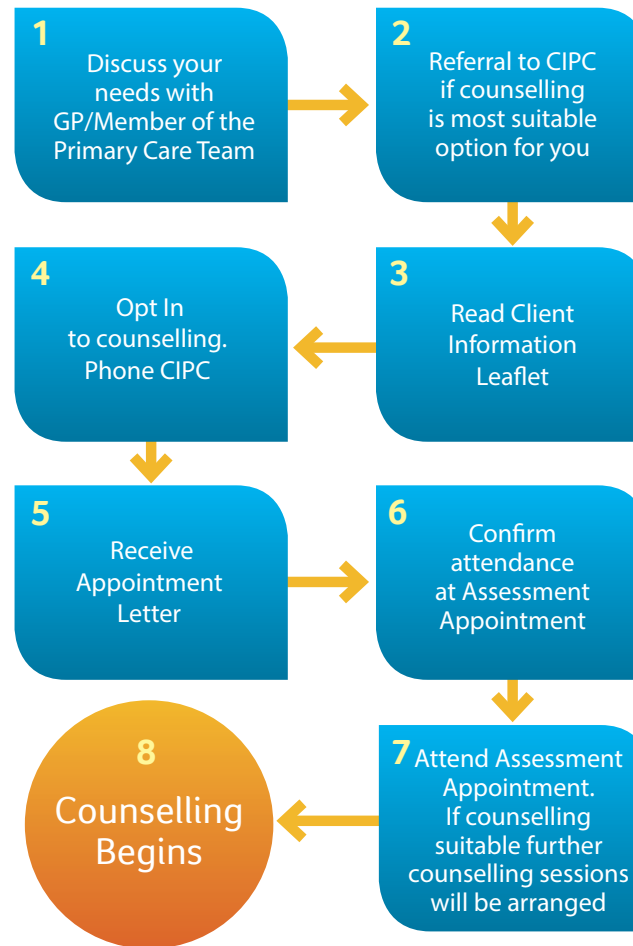
## ■ Comments or Complaints?

We regularly review our service and appreciate your feedback (positive or negative) about your experience of counselling. You can give this feedback directly to your Counsellor/Therapist. You can also contact the Counselling Coordinator at **(021) 468 1006**

You may also use the HSE Comments, Complaints & Compliments Service:

**“Your Service, Your Say”**  
on **1850 24 1850**  
or email **yoursay@hse.ie**

## Referral to the Counselling in Primary Care (CIPC) Service



**To opt in to Counselling,  
Phone: (021) 468 1006**

HSE National Counselling Service



INFORMATION  
FOR  
CLIENTS

## Your Referral to Counselling

You have been given this leaflet because you have been referred to the Counselling in Primary Care Service.

If you want to attend for counselling, call the CIPC telephone number and leave a voice message within the next two weeks.

If you do not make contact within the next two weeks you will not be offered any counselling appointments.

To avail of Counselling in Primary Care please PHONE (021) 468 1006

## What Is The Counselling In Primary Care (CIPC) Service?

People sometimes experience difficulties in life with which they would like help. Counselling in Primary Care (CIPC) is a short-term counselling service that provides up to 8 counselling sessions with a professionally qualified and accredited Counsellor/Therapist. The service is suitable for people who are experiencing certain difficulties such as: depression, anxiety, panic reactions, relationship problems, loss issues, stress.

## What Happens After You Make Contact With The Counselling In Primary Care Service?

Following your call to the service, your referral will be reviewed by the Counselling Coordinator. A Counsellor/Therapist will contact you to arrange an appointment as soon as one becomes available.

## How Counselling Works

Counselling is most effective when you and your Counsellor/Therapist work collaboratively together to address your issues and concerns in a secure confidential setting.

Your Counsellor/Therapist will listen carefully and try to understand you and your concerns with a view to helping you make sense of your difficulties. Counselling may involve:

- Discovering new ways of coping
- Making changes
- Developing new skills and finding what works for you.

Counselling may take up to 8 sessions and the number of sessions will be agreed with your Counsellor/Therapist.

## Attendance At Counselling

For counselling to be most effective regular attendance is essential, therefore it is important that you can commit to attending appointments arranged.

There is a high demand for the service and places in counselling are limited. As a result if you are unable to attend your appointment you must let your Counsellor/Therapist know in advance.

If you fail to attend your appointment you will lose your counselling place and you will need to be referred again should you want another appointment.

Cancellations can only be accepted for very serious reasons.

PLEASE NOTE  
IT IS NOT SUITABLE  
TO BRING CHILDREN  
WITH YOU TO  
COUNSELLING SESSIONS

## Your First Meeting - The Assessment Appointment

Your first meeting with your Counsellor/Therapist is a chance for you to talk about the difficulties you are having, how they are affecting you and if this is the right service for you. Please think about the following questions before you come for your first appointment.

- What particular difficulties would you like help with?
- What do you hope to get from counselling?

If you and your Counsellor/Therapist agree that this is the right service for you an appointment will be made to start counselling.

If it is considered that counselling is not appropriate to meet your needs at this time you will be referred back to your GP/Primary Care Team.

## Confidentiality

Confidentiality is central to the counselling process and your Counsellor/Therapist will always respect your right to confidentiality. However, there are limitations to confidentiality. In circumstances where concerns arise regarding the safety and wellbeing of a child or adult, confidentiality cannot be guaranteed. Your Counsellor/Therapist will explain the full limits of confidentiality at your first assessment appointment.

It is normal practice for your Counsellor/Therapist to let your referrer know that you have completed counselling. This will be done in discussion with you and with your knowledge and agreement.

## Record Keeping

It is usual for your Counsellor/Therapist to make notes after each appointment. Some information is also held on computer. All information (written and electronic) is held securely and in accordance with the Data Protection Act (1998), and the Freedom of Information Act (1997 & 2003) which guarantees your rights to access your records.