Options available
If you’d like a large print, audio, Braille or a translated version of this leaflet then please call:
01253 955588

Our Four Values:

- People Centred
- Positive
- Compassion
- Excellence

Connect

Counselling Service

Patient Information Leaflet
Tel: 01253 955858
What we Offer

We offer counselling at various locations, so please ask for details.

Drop-in

If for any reason you are not coping and need someone to talk to, you are welcome to attend the drop-in sessions which are:

Every Monday (excluding bank holidays)

between 1.30pm and 3.30pm

at Connect, 26 Talbot Road, Blackpool, FY1 1LF

For all enquiries please

Tel: (01253) 955858
Can Counselling Help You?

At Connect we offer counselling to young people aged 11-25 years:

• If you have found yourself in a situation that makes you feel anxious, unhappy, confused or angry.

• If you are aware of a behaviour you would like to change.

• If you are experiencing problems with situations in your life e.g. pregnancy, termination, sexuality, abuse, bereavement, family issues, self-harm etc, you may benefit from counselling. These are just some examples of why people come for counselling.

We are here to provide a safe, confidential environment for you to explore those issues.
What is Counselling?

- Counselling is about change ...
- Counselling is about you, so therefore it has to be your choice.
- It is not there to judge you or to tell you what to do.
- Counselling offers time and space for you to explore your life.
- Counselling enables you to find your own answers.
- Counselling is not an advice service.
- Counselling involves a commitment to privacy and confidentiality.
- A counselling relationship is based on mutual respect.
Who are the Counsellors?

The Connect counselling team consists of a team of counsellors with admin support.

All counsellors at Connect are fully trained, professional counsellors, with years of experience.

We work according to the British Association for Counselling and Psychotherapy Ethical Framework.

Confidentiality

Counsellors offer the highest levels of confidentiality in order to respect the client's privacy and trust necessary for counselling.

Confidentiality may have to be broken in certain circumstances. This will be discussed with you at your initial appointment.
How soon will I get an appointment?

An initial appointment should be made within 6 weeks of you making a referral. This appointment is about meeting one of our counsellors and finding out in more detail what counselling is and how it may be helpful to you.

Waiting List

Should you decide you want counselling, the counsellor will put your name on the waiting list.

Our waiting list fluctuates but we will give you an approximate time of waiting during your initial appointment.
Ongoing Appointments

If you decide counselling is for you we will place you on the waiting list. When your name is on the top of the waiting list we will send you an ongoing appointment.

One Off Appointments

Once you are on the waiting list, you are more than welcome to phone the counselling team for a one off appointment and we will do our best to fit you into a cancellation space.

We also offer:

GROUP THERAPY

Every Thursday

1.30pm to 4.00pm

Booking is essential.

Telephone: 01253 955858
Useful contact details

Connect

Telephone: 01253 955858

Hospital Switchboard: 01253 300000

Patient Relations Department
The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:

Tel: 01253 955589
email: patient.relations@bfwh.nhs.uk

You can also write to us at:
Patient Relations Department, Blackpool Victoria Hospital,
Whinney Heys Road, Blackpool FY3 8NR

Further information is available on our website: www.bfwh.nhs.uk

References
This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from: Procedural Document and Leaflet Coordinator 01253 953397

Approved by: Clinical Improvement (CA)
Date of Publication: 22/09/2015
Reference No: lc00009299 - CPL/147 (v1)
Author: Helen Hardacre
Review Date: 01/09/2018