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Contact and Appointment Form

Hello

My name is Rachel Eastop; I am a qualified counselling psychotherapist and an accredited member of the British Association of Counsellors and Psychotherapists (BACP). I adhere to their ethical framework for good practice and their Guidelines for Online Counselling and Psychotherapy.

I work with four other qualified counsellors and ten student counsellors who provide the same standard of work to me. Our values are, to be honest, non-judgmental and fully accepting. We attempt to create a therapeutic relationship allowing the client to lead and set the pace.

We believe that our clients can navigate difficult and complex issues in their lives when offered a safe and emotionally supportive therapeutic space. From here, they can journey through and past problems by creating the foundations for a prosperous life.

At the moment we are using online counselling, but will move to face-to-face if preferred, as soon as possible.

What is online counselling?

Online counselling is a way for you to engage in counselling using internet technology such as Zoom, or webcam video link. You direct your counselling by selecting the method of communication you feel most comfortable with. You chose the time, the day and the pace of your counselling to suit your needs.

How does it work?

Should you choose an online chat room such as Zoom, you will be directed to a secure login page that takes you to an encrypted area where we meet at a time that was prearranged and agreed by us both beforehand.

Your session is 50 minutes. You can choose to keep your webcam on or turn it off during sessions.

|  |  |
| --- | --- |
| Your Name |  |

|  |  |
| --- | --- |
| Phone |  |
| Email |  |
| GP Surgery |  |
| Home Address |  |
| Emergency Contact Details |  |

|  |  |
| --- | --- |
| Have you had counselling in the past? | Y / N |
| Do you give consent for us to contact your GP if necessary? | Y / N |

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| --- |
| Please give a brief outline of your reasons for coming to counselling |
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| History of previous or existing medical/psychiatric conditions or admissions. |
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Please X the main issues affecting you

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| --- | --- | --- | --- | --- | --- |
| Relationship Separation |  | Self-Harm |  | Work-related issues |  |
| Bereavement |  | Abuse in the Family |  | Physical Health issues |  |
| Chaotic Family Life |  | Abuse (of any kind) |  | Low Self-Esteem/Resilience |  |
| Sexuality |  | Drug/Alcohol Use |  | Trauma |  |
| Low Mood |  | Anxiety |  | Loss |  |
| Carer for a family member |  | Attachment Issues |  | Can't Regulate Emotions |  |
| Isolation / Loneliness |  | Neglect - self |  | Conflict (of any kind) |  |
| Bullying |  | Diagnosed Depression |  | Other |  |

It helps me to know your availability during the week.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Monday | Morning (10-12.30) |  | Afternoon (1.30-4) |  | Evening (4.30-7 pm) |  |
| Tuesday | Morning (10-12.30) |  | Afternoon (1.30-4) |  | Evening (4.30-7 pm) |  |
| Wednesday | Morning (10-12.30) |  | Afternoon (1.30-4) |  | Evening (4.30-7 pm) |  |
| Thursday | Morning (10-12.30) |  | Afternoon (1.30-4) |  | Evening (4.30-7 pm) |  |
| Friday | Morning (10-12.30) |  | Afternoon (1.30-4) |  | Evening (4.30-7 pm) |  |
| Saturday | Morning (10-12.30) |  | Afternoon (1.30-4) |  |  |  |
| Sunday | Morning (10-12.30) |  | Afternoon (1.30-4) |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| COST (please tick your preference) | | | |
| Qualified Counsellor | £45 per session |  |
| Student Counsellor | £10 per session |  |

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| --- | --- | --- | --- |
| Please let us know which style you would prefer | | | |
| Face to Face | Y/N |  |
| Online via Zoom | Y/N |  |

How did you hear about our service? (please tick)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Word of mouth |  | Website |  | Facebook |  | GP Surgery |  |

Webcam or audio counselling

Zoom is a way for you to see your counsellor face to face from your computer whilst engaging in therapy. Should you chose Zoom counselling, you will be guided through setting up your own encrypted Zoom account, and we will meet on Zoom at a time that you have previously arranged. Being able to see your counsellor gives you the same benefits you get from face to face counselling but with the convenience of online therapy.

Online counselling offers certain benefits, but some limitations are worth considering when deciding which type of therapy will best suit your needs.

Benefits

* Counselling therapy from your own home at a time that suits you
* Secure inscription software offers confidentiality and peace of mind
* No chance that you may be seen entering the counsellor's practice
* Therapy at a time, place and pace that suits you
* Access to counselling may be more immediate

Things to consider

* Are you comfortable using internet technology?
* Would you prefer to see your counsellor face to face?
* Do you feel you can express your feelings well using words?
* Do you feel your situation is too complex to discuss via the internet?
* Is there a computer terminal that you can use privately without interruption?

Confidentiality

You can read our privacy policy regarding how the information you supply is handled by visiting this link [Privacy Policy | Wellbeing Academy (thewellbeingacademy.co.uk)](https://www.thewellbeingacademy.co.uk/copy-of-terms-of-use)

The information shared with us is held in strict confidence, and all electronically stored information is stored on an encrypted site called Halaxy.

In adherence to the BACP ethical code, we are obliged to break confidentiality if you disclosed involvement in or knowledge of an act of terrorism, money laundering and drugs trafficking. Also, we have an agency policy to report instances of harm to others and have a legal obligation to report harm or abuse to a minor or vulnerable adult.

Audio-video counselling takes advantage of Zoom's encrypted services, and should you chose this method of counselling; you will be guided by setting up a free account for your therapy. You do not need a webcam to use Zoom counselling.

In addition, if at any point during the counselling you needed emergency support, I may ask for your consent to contact your GP or recommend alternative avenues of support other than online counselling.

In an emergency

Online counselling is not sufficient to support if you feel you are in crisis.  
Signs of crisis may be feelings of wanting to commit suicide or harm yourself or another. In this case, please consider contacting your local accident and emergency department at your nearest hospital and ask to speak to someone from the crisis team.

If you feel you need immediate assistance you may consider contacting the Samaritans, they are available by telephone on 08457 90 90 90 or by email on [jo@samaritans.org](mailto:jo@samaritans.org)

Conditions of counselling

As we aim to offer confidentiality regarding our sessions' content, we would ask that you do the same by not sharing any of our sessions' content with any third party.

If you have any questions regarding this agreement's content or would like further information, please contact me at [office@thewellbeingacacemy.co.uk](mailto:office@thewellbeingacacemy.co.uk).

GDPR

In line with GDPR we must inform you that the information we hold on you will be the following:

* This Appointment Request Form
* Counsellors session notes
* If we have any concerns regarding your safety, we will notify you and perhaps raise a letter of concern that could be passed to your GP or the police. You will be given a copy of this form.
* Your counsellor may use your mobile number to communicate with you about your appointments. Their number will be deleted as soon as their counselling comes to an end.
* Our organisation must keep client files while receiving therapy; they will be destroyed five years after you finish counselling with us.
* No identifying names or material is retained on these records as a client ID number is used to replace such information.

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| Are you happy with the above? | **Yes / No** |

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| --- | --- |
| Comments: |  |

To encrypt this document for secure emailing, click 'File' (top left), 'Info' (4th down from left), 'Protect Document' (box to the right of info), 'encrypt with password' (second down).

Type in your surname as password.

Thank you