



Changes to Cancer Support Scotland's Counselling Service: 1st September 2016.

Over the past four years we have seen a steady increase in demand for our counselling service. We have done all that we can to accommodate this and have now reached maximum capacity regarding the number of counsellors we can provide by increasing from four to nineteen volunteer counsellors. Even with this increase we still cannot meet the demand for the number of people who need to use this valuable service.

After conducting a review, we have decided to implement the following changes that will ensure we can help as many people as possible, when they most need our service:

- As with our Complementary Therapy and Podiatry services, from 1st September 2016 everyone who uses our counselling service will be allocated up to six counselling sessions. If the counsellor assesses that they still need help with an issue relating to cancer beyond this, the number of sessions can be extended to meet the service user's needs. This will be done with the agreement of the Operations and Service Manager and will be reviewed on a case by case basis.
- We will ask that each person coming to us for counselling support completes a Counselling Agreement form; this form outlines what you can expect from us and what we ask from you in the event that you need to cancel your appointment.
- Anyone who is currently receiving counselling will be asked to complete the Counselling Agreement before their first appointment following 1st September 2016. All existing counselling service users will be allocated up to a further six counselling sessions and will go through the same process as new service users.

If you have any questions regarding the changes to our counselling service, please speak to your counsellor, one of our receptionists or call 0141 337 8199.