

# Counselling

When we are OK, we feel good about ourselves, we feel comfortable with other people and we can meet the demands of life. Sometimes we go through a difficult time in our lives or we may experience feelings, which concern us – grief, fear, loneliness, anger or guilt. You may be going through a crisis, or a situation that has gone on for some time. It may suddenly feel unbearable and everything may be getting on top of you. Perhaps you feel stuck, helpless in a situation you can't see your way out of. At these times you may want help to sort these difficulties out. Counselling may help you to make sense of what is happening to you and support you through this crisis. The Counsellor will listen to you, to try and help you to understand your feelings.

## Listening

Having time to talk through your situation with someone who really listens can help you to see things in a different way.

## Understanding

Counselling is a way to help you understand your feelings and what is happening in your life.

## Changing

The Counsellor helps you to work out what changes you can make and how to make them. Counselling can't solve all your problems and sometimes it is not the most suitable form of help. However, the first time that you see the counsellor you can discuss your situation and find out if counselling can give you the help that you need.



## Seeing a Counsellor

You may have already agreed to see a counsellor, at your first visit, if you decide that counselling may be of help, the counsellor will arrange to see you again. People need varying amount of time and this will be agreed with you and reviewed as the counselling progresses.

## Confidentiality

The meetings you have with the counsellor are all confidential in line with the code of ethics that the Counsellor works within. The Counsellor will explain this and answer any questions that you have.

## Patient Experience Team

The team are available to help with any concerns/complaints you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

### The contact details are:

Telephone: 01302 553140 or 0800 028 8059

Email: [pals.dbh@dbh.nhs.uk](mailto:pals.dbh@dbh.nhs.uk).

