



Avon Partnership
Occupational Health Service

Whitefriars Centre
Lewins Mead
Bristol
BS1 2NT

www.apohs.nhs.uk
Phone 0117 342 3400

Email: occupationalhealth@uhbristol.nhs.uk



What will you want to know about me?

At the beginning and end of your counselling sessions you will be asked to complete a questionnaire. This is to allow us to evaluate the service and implement improvements.

Do I have to pay?

The counselling service is completely free for the first six sessions, but please refer to the section “What if I miss an appointment”.

Is the Counselling Service confidential?

Yes, this service is confidential, no information will be given to any manager, doctor, personnel advisor or any other person without your permission. The only exceptions are where there is a danger to you or other people, which could be prevented or minimised by the involvement of another. However, should such circumstances arise, where possible these concerns would be discussed with you by your Counsellor and support will be provided.

How can I contact the service?

Avon Partnership NHS Occupational Health Service

www.apohs.nhs.uk

Tel. 0117 342 3400

If there is anything that is not clear to you either within this leaflet or about counselling in general, please feel free to discuss this with your counsellor.

This service is bound by the Code of Practice for Counsellors, which is published by the British Association for Counselling.

APOHS Services | Counselling



Avon Partnership NHS Occupational Health Service is hosted by University Hospitals Bristol NHS Foundation Trust, also partnered with North Bristol NHS Trust and Weston Area Health Trust.

What is Counselling?

Counselling provides an opportunity to explore issues that may be troubling you, in an informal but safe and confidential environment. The counsellor role is to support you in your exploration and to maintain professional boundaries such as time, goal setting, safety, etc.

Regular contact

It is important that during counselling regular contact is maintained between you and your counsellor unless you are attending for a 'one off' session. This continuity is to build a sense of security and purpose to the work undertaken, aids progress and underlines the seriousness of the enterprise. If, at your initial contact, you and your counsellor decide to work together, an agreement will be reached about the dates and times of your meetings.

The Counsellor's Qualifications

The service offers a choice of either male or female Counsellor. All are experienced Counsellors who work within the ethical guidelines of the British Association of Counselling and Psychotherapy Code of ethics.

Who can use this service?

This service is accessible to all employees of the North Bristol, Weston Area and UBHT NHS Trusts. However where a client's needs cannot be met by this service, we will endeavour to refer you to an appropriate outside agency. All staff can self-refer to the Counselling Service.

When are appointments available?

APOHS has Associate Counsellors located across Bristol and Bath as well as in our Whitefriars and Southmead sites. Appointment times vary.

Whitefriars site - Monday - Friday
Southmead sites – Monday - Friday

What if I need to cancel an appointment?

If you need to cancel an appointment for any reason please contact us, as soon as possible, on 0117 342 3400 during office hours.

What if I miss an appointment?

If you cancel an appointment with less than 24 hours notice OR DNA (do not arrive), we reserve the right to charge you for the missed appointment. The final decision to charge will rest with the business management team. You could also lose your regular time slot, although this will not preclude you from using the service at some further point if you wish to do so. However, re-access to the service will be through an intake session.

Where can I see a Counsellor?

At an Associate Counsellor premises close to your home.

Whitefriars in the centre of Bristol

Southmead Hospital