

AnxietyUK

Here for you since 1970



Anxiety UK Therapy Services

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About Anxiety UK's Therapy Services

As a member of ANXIETY UK, you are entitled to access our in-house therapy services which offer therapy at significantly reduced rates. We have a range of therapies available, from talking therapies such as Counselling and Cognitive Behavioural Therapy (CBT) to therapies such as Clinical Hypnotherapy and Traditional Acupuncture. All therapies are offered on a 1:1, face to face basis with Counselling and CBT also available over the phone and online. Therapies available are detailed on the enclosed referral form.

Details about the range of therapies available can be found below and also on our web site at www.anxietyuk.org.uk/membership/membershiptherapyservices but should you wish to discuss the options further please call the Infoline on 08444 775 774.

CBT Therapy

CBT involves looking at your problems, examining thought and behaviour patterns, and working out ways of changing negative behaviours/thoughts. The average number of CBT sessions Anxiety UK members can access is usually between 6-15 sessions, with each session lasting approx. 50-60 minutes. Therapists often set their clients "homework" to do in between the sessions which may include carrying out activities such as monitoring their thoughts and feelings throughout the week and entering these into a thought diary. CBT can also be delivered very successfully via telephone or webcam.

Counselling

Like CBT therapy, Counselling sessions often last for an average of between 6-15 sessions. However, this is dependent upon the individual and sometimes the therapist will recommend extending sessions beyond 15. Each session will usually last around 50 – 60 minutes and will typically be held on a weekly basis. Counselling will give you a space to explore your feelings, without being judged. It can be surprisingly powerful - often life happens faster than we can process it, and counselling gives us the space to do this.

Clinical hypnotherapy

Clinical hypnotherapy is the use of hypnosis for the treatment and alleviation of a variety of physical and psychological symptoms. Hypnosis allows the subject to experience often quite deep levels of relaxation and so helps to reduce levels of stress and anxiety. It is often used alongside classical behavioural therapies such as 'systematic desensitisation'. Two important elements of this therapy are the ability to clearly imagine something that makes you feel anxious and then to attain a deeply relaxed state. Hypnosis helps to achieve both of these more easily and quickly than many other forms of treatment.

Inclusion/exclusion policy

Inclusion Criteria:

Members of Anxiety UK who wish to access therapy support with an Anxiety UK Approved Therapist

Exclusion Criteria:

Alcohol/drug dependency to a level which is highly likely to interfere with therapeutic engagement.

A diagnosis of a mental health condition that the relevant clinical professional or GP advises is not suitable for therapy.

A child under 16 who is not recommended/approved for treatment by their GP.

Risk of suicide is extreme and treatment is not recommended/approved by their GP

Completing the therapy referral form

Once you have decided which therapy you would like to have, you then need to choose which three locations are the most suitable for you from the locations list provided, unless you have chosen to receive therapy by phone or online.

Please also indicate based on your **total** household income which level of therapy fees you qualify for. **Please note** evidence of eligibility must be provided with your referral form otherwise this will delay the processing of your therapy application.

How long will it take to be seen?

We aim to process therapy application requests within one working day of their receipt. We will then contact you to take payment for either your first three sessions of therapy if you choose CBT or Counselling or two sessions if you have chosen to access clinical hypnotherapy.

Applications are then forwarded to the relevant Anxiety UK Approved Therapist who will aim to contact you to make an initial appointment within two weeks. Therapists will usually make initial contact by telephone, therefore it is essential that you provide up to date contact information giving landline and mobile phone numbers where possible.

How many sessions of therapy should I have?

The number of sessions of therapy that you have will depend on your particular condition and the complexity of your condition. However as a indicative guide, if you are having Clinical Hypnotherapy you can expect to have between 4-6 weekly sessions. If you are having CBT or Counselling you can expect to have between 6-15 sessions.

None of the therapies offered through Anxiety UK are time-limited though, therefore if it is felt that you would benefit from further sessions, your Anxiety UK Approved Therapist in consultation with their clinical supervisor will offer further appointments once approved to do so. Throughout your treatment your Anxiety UK Approved Therapist will review your progress at regular intervals to ensure that you are continuing to gain benefit from your sessions and to look at ways of moving forward.

What happens during the first therapy session?

At your first session, your Anxiety UK Approved Therapist will gather further information about why you are coming for therapy – this is an assessment session. You will be asked to sign a standard therapist-client contract and to fill in evaluation forms which measure the severity of your symptoms. You will be asked to complete these forms again during and at the end of your therapy.

It is important that you complete both forms so that we can evaluate our therapy services. Your Anxiety UK Approved Therapist will carry out a client-centred assessment and discuss with you and agree with you an initial treatment plan, outlining the frequency & number of sessions anticipated and when reviews will be undertaken.

Top up sessions

There have been many studies carried out that highlight the benefits of top up sessions and the opportunity they provide for enhancing the long-term effectiveness of the therapeutic intervention while also providing a mechanism for a “check-up” on progress and helping to reduce the likelihood of relapses.

To access the two top up sessions you must submit a request within 3 months of completing your therapy support, subject to the therapist’s availability and your membership remaining valid. Should the original therapist not be available or have the capacity to accept the request Anxiety UK will discuss alternative options with you prior to taking payment. For further details email services@anxietyuk.org.uk

About our therapists:

Anxiety UK Approved Therapists are volunteers and are not directly employed by Anxiety UK. The fees paid direct to them after your initial payment has been made to Anxiety UK are to help to cover the cost of their expenses such as external supervision and room hire and are retained by therapists.

All Anxiety UK Approved Therapists have undertaken an Enhanced Disclosure and Barring Service check which is repeated every three years. During the application process to become an Anxiety UK Approved Therapist, they are also required to provide Anxiety UK with two references (one of which has to be an academic referee), undergo an interview and then provide evidence of their relevant qualifications, their professional indemnity insurance cover and membership of relevant professional bodies.

Additionally, Counsellors must hold a Diploma in Counselling from either a BACP (British Association for Counselling & Psychotherapy) or BPS (British Psychological Society) accredited course, or be working towards one on a course that is accredited by the BACP or the BPS.

CBT practitioners must hold a qualification from a course accredited by the BABCP (British Association for Behavioural & Cognitive Psychotherapies) or be undertaking a CBT diploma course recognised by the BABCP.

Clinical Hypnotherapists must be registered with the BSCH (British Society of Clinical Hypnosis) and/or be registered with the GHR (General Hypnotherapy Register) or National Council for Hypnotherapy (NCH) or the United Kingdom Council of Psychotherapists (UKCP).

Additionally, all therapists are required to undertake regular external clinical supervision.

Useful contacts:

British Association for Behavioural & Cognitive Psychotherapies (BABCP) –

www.babcp.com

British Association for Counselling & Psychotherapy (BACP) -

www.bacp.co.uk

British Society of Clinical Hypnosis (BSCH) -

www.bsch.org.uk

General Hypnotherapy Register (GHR) –

www.general-hypnotherapy-register.com

National Council of Hypnosis (NCH) –

www.hypnotherapists.org.uk

United Kingdom Council for Psychotherapists (UKCP) –

www.psychotherapy.org.uk

The National Hypnotherapy Society (HS)

www.nationalhypnotherapysociety.org

National Counselling Society (NCS)

www.nationalcounsellingsociety.org

The Association of Professional Hypnosis and Psychotherapy

www.aphp.co.uk

Attendance and cancellations

You must give as much notice as possible if you cannot attend a pre-arranged session, either by informing your Anxiety UK Approved Therapist direct or by telephoning the ANXIETY UK office on 0161 226 7727. If you miss a pre-arranged session without giving **48 hours notice** you will be required to pay for this session in accordance with Anxiety UK's missed appointments policy.

Whenever your therapist is unable to attend an appointment, we will endeavour to give as much notice as possible. For this reason it is essential that we have a contact telephone number. If for any unforeseen reason your therapist does have to amend and/or cancel an appointment, they will make contact with you over the telephone and will not advise you of any cancellations by email or text.

If you arrive late for your therapy appointment, please respect that the therapist may have other clients due for appointments and may not be able to provide a full session as planned.

Membership renewals

Your entitlement to therapy is only valid for the duration of your membership with Anxiety UK. It is your responsibility to ensure that your membership is fully paid. If you continue to have therapy when your membership has expired, you will be required to pay the full private rate (circa £60-150 per session depending upon your area of residence) for the sessions received and you will be invoiced directly by Anxiety UK.

Data protection and referral confidentiality

Anxiety UK will ensure your referral data will be treated confidentially at all times during your therapy support and we comply with current UK legislation to ensure your data is stored safely and protected.

You understand that Anxiety UK Approved Therapists are also required by law to apply the same level of protection to your data, while also complying with the ethical framework of their respective professional body in relation to client confidentiality.

Anxiety UK maintains regular liaison with Anxiety UK Approved Therapists to ensure compliance in this respect.

If you have requested that Anxiety UK correspond with you by e-mail, this will require e-mailing your personal data outside of our own IT network. We need to inform you there is the risk of data loss by e-mailing outside our IT network. Before we can proceed with your request we will require written confirmation (this can be an e-mail response) that you do accept the risk of data loss.

Webcam therapy

If you choose to access therapy support using Skype we cannot control data absolutely nor guarantee total security. If you require more information regarding Skype and security please visit" <http://www.skype.com/en/security/>

Comments/feedback/complaints

You can make a comment, compliment or complaint at any time during your therapy about your experience of accessing the therapy service by contacting the Therapy Services Coordinator on 0161 226 7727.

As part of our quality assurance process Anxiety UK will also contact you during your therapy to monitor the progress of your support and also at the end of your therapy to gather feedback from your experience to enable us to share good practice, feedback to your therapist any positive outcomes and to identify any measures required to improve the service.

How much does therapy cost?

All students living independently in full time education should take out a Student Membership. This membership offer allows students to access all therapies for only £20 per session. If you are a student living independently, when applying for therapy you will need to also supply:

*Offer letter/enrolment at University to demonstrate the course is full time.

*Proof of address if living in halls, or proof of tenancy agreement/bills if living in Student Housing. If you are a student living at home, the tier categories below still apply.

The breakdown of charges for Anxiety UK therapies is as follows:

Tier	Fee Rate
Tier 1 eligibility criteria: Total household income of less than £10,000 or individuals with savings under £10,000 and/or in receipt of the following benefits: <ul style="list-style-type: none">• JSA: including contribution-based, income-based JSA• Income support• ESA• Carers and disability allowance• Individuals living on a state pension only This list is not exhaustive. Evidence of eligibility must be provided.	£15
Tier 2 eligibility criteria: Total household income and/or savings of between £10,000 and £24,999. All students and home visits will be a minimum of Tier 2. Evidence of eligibility must be provided.	£25
Tier 3 eligibility criteria: Total household income and /or savings of between £25,000 and £49,999. Evidence of eligibility must be provided.	£35
Tier 4 eligibility criteria: Total household income and/or savings of over £50,000.	£50

Home visits

Home visits are only available in exceptional circumstances and will always be subject to a therapist being available to undertake such a request in your area. All home visits will be a minimum of Tier 2 and also subject to a surcharge paid direct to the therapist for all sessions of 45p/mile for travel costs.

Please note - If there is a gap for any reason in your therapy of more than 4 weeks not agreed in advance with your therapist and advised to Anxiety UK, then the referral will be treated as closed (unless there are special circumstances).

If you wish to re-access therapy at a later stage – (a) we cannot guarantee that we will be able to place you back in the care of your original therapist if that is indeed your wish and (b) that the referral will be treated as a ‘new episode of care’ and as such, the first, interim and last payments will need to be paid again.

Terms and conditions

Our full terms and conditions can be read on our website here—
www.anxietyuk.org.uk/terms-and-conditions/