

Therapy Services FAQs

How quickly can I see a therapist?

We realise that for those who are experiencing anxiety, stress or anxiety-based depression, it can be really important to be able to see a therapist quickly. That is why Anxiety UK works to ensure that once you have made payment for your initial therapy sessions the therapist will be allocated your referral and they will contact to make an appointment for your initial consultation within 2 weeks.

How much does therapy cost?

Your therapy fees are means tested based on your **total** household income as below* –

Tier	Income bracket	Fee
1	Under £10,000	£15
2	£10,000-£24,999	£25
3	£25,000-£49,999	£35
4	£50,000 and above	£50

*Proof of household income is required to access therapy at tiers 1, 2 and 3.

If you are a student living independently from your family, therapy is priced at £20 a session providing you can provide us with proof of studentship and your tenancy agreement.

When applying for therapy, you will need to pay for your initial sessions upfront. You will need to pay Anxiety UK the fees for 2 initial sessions (if you have having clinical hypnotherapy) and for 3 sessions (if you are having CBT or counselling). All other therapy sessions are paid directly to your therapist.

What kind of therapy should I have?

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 recommended 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.

Compassion Focused Therapy (CFT)

Compassion focused therapy (CFT), developed by Professor Paul Gilbert OBE, is a psychological therapy approach that was originally developed to help people with high shame and self-criticism. CFT centres on the three systems of emotion regulation that has evolved in humans over time; the threat (protection) system, the drive (resource seeking) system and the soothing system.

How many sessions of therapy do I need?

The number of sessions of therapy that you have will depend on your particular condition and its complexity and severity. However as an 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.

Can I have two types of therapy at once?

In line with current best practice, it is not advisable to pursue more than one therapy at a time. Different therapies are based on different models and may use techniques that have opposing effects on underlying psychological mechanisms. In other words, you risk "diluting" the positive effects of therapy. This also means that if someone gets better or worse, then it is hard to know which treatment was responsible.

Who handles my application?

The Services Coordinator and Services team are responsible for processing your therapy referral and communicating with our team of therapists. All your information will be kept strictly confidential, and you can read our full privacy policy [here](#).

How is your information used?

We may from time to time create statistical and aggregated data derived from your personal data to enable Anxiety UK to share aggregated outcome data for the purpose of evaluation, promotion, marketing and research of Anxiety UK's therapy services. Any aggregated data will be in anonymous form and will not identify you as an individual in any way. For full details of our Privacy policy visit [here](#).

Will you contact my GP?

We may have to if you disclose any information on your referral form that requires us to seek your GP's approval before being able to refer you to an Anxiety UK Approved Therapist. Should this be necessary, we will contact you first to seek your permission to contact your GP/other relevant healthcare provider that is involved in your care.

Who are your therapists?

Anxiety UK Approved Therapists are volunteers and are not employed by Anxiety UK when carrying out therapy services. The fees that are paid direct to them are to help to cover the cost of their expenses such as external supervision and room hire.

All Anxiety UK Approved Therapists have a current Enhanced Disclosure and Barring service check and undergo screening before getting approval to volunteer. This includes confirmation that the volunteers undertake regular external clinical supervision; they have up to date and relevant qualifications; they have professional indemnity insurance cover and that they have membership of relevant professional bodies.

Regular quality assurance checks are established to ensure that therapists have all mandatory requirements in place.

What qualifications do Anxiety UK approved therapists hold?

Counsellors must hold a Diploma in Counselling from a course that has been accredited/is in the process of being accredited by either the British Association for Counselling & Psychotherapy (BACP), the British Psychological Society (BPS) or the National Counselling Society (NCS) and/or hold individual registration/accreditation with the BACP or NCS.

Alternatively, if they hold a Counselling diploma from a non-BACP, NCS or BPS accredited course, they must be working towards securing BACP, NCS or BPS accreditation within 12 months of being accepted as an Anxiety UK Approved Therapist.

CBT practitioners must hold a qualification from a course that has been accredited /is in the process of being accredited by the British Association for Behavioural & Cognitive Psychotherapies (BABCP) and/or hold individual accreditation with the BABCP.

Alternatively, if they have a CBT qualification (Diploma or above) from a non-BABCP accredited course, they must be working towards securing BABCP accreditation within 12 months of being accepted as an Anxiety UK Approved Therapist.

Clinical Hypnotherapists must hold a Diploma in Clinical Hypnotherapy and be registered with one of the following professional bodies: The Complementary and Natural Healthcare Council, The British Society of Clinical Hypnosis, the General Hypnotherapy Register, National Council for Hypnotherapy, UK Council for Psychotherapy and The Hypnotherapy Society.

Compassion Focused Therapy (CFT): Applicants or Anxiety UK Approved Therapists who have completed: Anxiety UK's CPD 3 day Introduction to CFT training course or An equivalent CPD 3 day introduction course equivalent to the AUK course delivered by a provider recognised by the Compassionate Mind Foundation or An Advanced Clinical Skills training course in CFT from a provider recognised by the Compassionate Mind Foundation or Hold either a PG Cert or PG Diploma in CFT from a provider recognised by the Compassionate Mind Foundation.

Can you or your therapists advise me on my medication?

No, the staff at Anxiety UK and our Anxiety UK Approved Therapists are not medically qualified to give pharmaceutical advice or prescribe medication. It is best to consult your GP should you have any questions about your medication.

Will the therapist visit me at home?

We do not typically offer home visits as part of our therapy services. This is because the majority of our therapists are skilled and comfortable in delivering sessions via phone and webcam.

Who can I speak to if I'm unhappy with my therapist?

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 Services Coordinator on 0161 226 7727 or send an email to services@anxietyuk.org.uk

Gaps in therapy

If Anxiety UK is advised that there is for any reason a gap in your therapy of more than four weeks not agreed in advance with your therapist the referral will be treated as closed (unless there are exceptional circumstances).

If you wish to re-access therapy at a later stage –

- Anxiety UK cannot guarantee that we will be able to place you back in the care of your original therapist.
- The referral will be treated as a new 'episode' of care and as such the first, second and last sessions will need to be paid to Anxiety UK.

To access Anxiety UK's therapy services you must:

- Have an active membership subscription/be a paid-up member of Anxiety UK
- Be requiring support with anxiety, stress or anxiety-based depression
- Be "ready, willing & able" to fully engage with talking therapy including being able to commit to attending regular appointments

Anxiety UK's therapy services are not/may not be suitable if:

- You have an alcohol/drug issue that is at a level which is highly likely to interfere with your ability to engage fully with therapy
- You have a diagnosis of another more complex mental health condition such as psychosis or an emerging personality disorder or personality disorder (including borderline personality disorder). Please note: having such mental health issues does not however always result in you being unable to access our therapy services. In such circumstances we routinely contact other relevant professionals involved in your care to obtain their opinion as to whether our therapy services are suitable. Please note: hypnotherapy is less likely to be suitable in such circumstances.
- You have strong thoughts of suicide and we believe you may be at risk. In such circumstances we routinely contact your GP and/or other relevant health professional to ensure it is safe and appropriate for you to access our therapy services.
- If you are under 16. We will always need to contact your GP and your parent(s)/guardian before being able to offer access to our therapy services