

## Therapy Services FAQs

### How quickly can I see a therapist?

Anxiety UK aims to process all applications for therapy within one working day. We will then contact you regarding any further proof, permissions or payments needed. Once we have all relevant information and your payment, we will forward your referral to an AUK Approved Therapist who will be in contact with you within a maximum of 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.

Anxiety UK collect payment for the first, second and last session (or first and last in the case of clinical hypnotherapy, compassion focused therapy or acupuncture). Pay for your therapy fees [here](#). Further session fees are payable 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 be 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.

## **Eye Movement Desensitisation and Reprocessing Therapy (EMDR)**

EMDR is a memory-based approach that focusses on the reprocessing of negative, maladaptive experience/memories. Reprocessed memories are then integrated into helpful, adaptive memory networks. When a disturbing event happens, it can get stuck in the brain with the original picture, sounds, thoughts and feelings. EMDR seems to stimulate the information and allow the brain to reprocess the experience of that event. The number of sessions of therapy provided will depend on the presentation, however, as a guide, clients can expect to have 8-12 weekly sessions. Please note that the usual length of EMDR sessions is 60-90 minutes.

## **How many sessions of therapy do I need?**

Typically, a course of clinical hypnotherapy, compassion focused therapy or acupuncture will be 4-6 sessions. A course of CBT or counselling will be around 6-15 sessions. A course of EMDR will be around 8-12 sessions. As everyone is different you require more sessions, in which case your therapist will discuss this with you and their clinical supervisor to determine the best way forward.

## **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?**

Anxiety UK's therapy services team process your therapy referral and communicate with our team of Anxiety UK Approved Therapists. All information is kept strictly confidential. Read our 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 contact your GP if you disclose information that results in us needing to your GP's or any other medical professional involved in your care's approval before referring you to an Anxiety UK Approved Therapist. For example, if you disclose feelings of suicidality, are on certain medication, have particular physical or mental health conditions. Please note this list is not exhaustive. In most cases Anxiety UK would always discuss this with you before contacting your GP and/or others involved in your care, however, if issues of safety arise this may not always be possible.

We will always contact you first before speaking to any others involved in your care regarding obtaining their view on your suitability for therapy through Anxiety UK.

Additionally, once you have commenced therapy, there may be occasions when your therapist may need to contact your GP and/or others involved in your care. In most cases your therapist would always discuss this with you before contacting your GP and/or others involved in your care, however, if issues of safety arise this may not always be possible.

## **Who are your therapists?**

Document Ref AUKTR003

Reviewed Jul 21 BL Next review Dec 22

Anxiety UK Approved Therapists are volunteers and are not employed by Anxiety UK. The fees that members pay direct to them help cover expenses such as external supervision and room hire.

All Anxiety UK Approved Therapists have a current Enhanced Disclosure and Barring Service (DBS) check and undergo screening before joining the Anxiety UK Approved Therapist team. All therapists must be in receipt of regular external clinical supervision, have up to date and relevant qualifications, maintain their membership of a professional body, hold professional indemnity insurance cover and maintain their Continuing Professional Development (CPD).

Regular quality assurance checks are carried out to ensure that all Anxiety UK Approved Therapists meet the above requirements.

### **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 counsellors 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 CBT practitioners 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.

**CFT practitioners** must 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. Alternatively practitioners must have completed 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.

**EMDR practitioners** must have completed or be in the process currently undertaking EMDR Europe training and be able to provide documentation of training certificates and/or be accredited with EMDR Europe.

### **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?**

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.

### **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 experience of accessing therapy by contacting the Services Manager: [services@anxietyuk.org.uk](mailto:services@anxietyuk.org.uk)

As part of our quality assurance process, we will contact you whilst you are accessing our therapy services, to monitor the quality of the service you have received.

### **Gaps in therapy**

If we are advised that there has been a gap in your therapy of more than four weeks which has not been agreed in advance with your therapist, your therapy support will be terminated (unless there are exceptional circumstances). If you wish to re-access therapy through Anxiety UK at a later stage, please note Anxiety UK cannot guarantee that we will be able to place you back in the care of your original Anxiety UK Approved Therapist. The referral will be treated as a new 'episode' of care and as such the first, second and last sessions will be payable to Anxiety UK.

### **Who can access Anxiety UK's therapy services?**

#### **To access Anxiety UK's therapy services, you must:**

- Have an active membership subscription of Anxiety UK. If you access 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.
- Be requiring support with anxiety, stress or anxiety-based depression and be "ready, willing & able" to fully engage with talking therapy, including being able to commit to attending regular appointments.
- Be registered with a GP at all times. We will not be able to offer therapy support if you are not registered with a GP or are unwilling to provide your GP's name and contact details.

#### **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 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 unlikely 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.
- You are under 16 (or under 18 in the case of clinical hypnotherapy). We will always need to contact your GP and your parent(s)/guardian before being able to offer access to our therapy services.

Please note that we work outside of the NHS and in the above-mentioned circumstances, we will act on the advice of mental healthcare professional or GP whether our therapy services are appropriate for you. We will not offer therapy or a modality of therapy where it is advised to be inappropriate.

### **Can my child access your therapy services?**

Counselling, CBT and CFT are available for children aged 7 years plus, however for such referrals we will always need to contact the child's GP and have parental/guardian approval to access therapy.

Clinical hypnotherapy, EMDR and acupuncture are only available to those aged 18 and above.

**Will I be asked to fill in any forms?**

In your first session, your therapist will ask you to complete an initial assessment and sign a standard therapist-client contract. You will also be asked to complete regular questionnaires to assess the severity of your symptoms and to help your therapist monitor your progress with your support.

**Can I change therapy types if I am not happy?**

If you are unhappy with the type of therapy you are accessing please contact the Services Manager at [services@anxietyuk.org.uk](mailto:services@anxietyuk.org.uk). Depending on which therapy type you switch to you may be required to pay an additional fee.

**What is your attendance and cancellation policy?**

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. If you miss a pre-arranged session without giving 48 hours' notice, you will be required to pay for this session in accordance with our missed appointments policy. 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.

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 your therapist has your up to date contact telephone number. If for any unforeseen reason your therapist does have to amend and/or cancel an appointment, they will contact you by telephone/your preferred method.

**What happens if I need more therapy after I finish?**

Six top up sessions are available after you complete your therapy if you send in a request within 6 months of completing your sessions. This is subject to therapist availability and your membership with Anxiety UK remaining valid.

**Can I get a refund for my therapy fees?****Anxiety UK does not offer refunds if:**

- A face to face therapist is not available (this is because we are usually able to refer clients for therapy via webcam or telephone)
- You change your mind about wanting therapy, either because you have obtained access to an NHS/private therapist, or for any other reason including failing to provide the relevant evidence of eligibility.
- Your financial circumstances change; we are unable to provide a refund for any difference in session fees. However, you will be entitled to lower ongoing session fees where appropriate and upon production of relevant supporting documentation.
- In exceptional circumstances where refunds in respect of therapy services purchased are offered, any refunds will be made minus a 15% admin fee. If a refund for therapy is provided, the member will not also have their membership fee refunded (as these are two separate services).

Our full terms and conditions can be read on our website [here](#).