

## If I have not already been referred, how can I access the service?

Our counselling service is available to people living in Trafford, or registered with a Trafford GP.

You can refer yourself to the service, or be referred by your GP, District Nurse, Macmillan Nurse, Mental Health Team or other Healthcare Professional.

Our service is free.

**If you are interested in having counselling,  
or would like to find out more,  
please telephone:  
0161 746 2084**

**Monday to Friday 9.00am - 4.30 pm**

### Compliments and complaints

The Patients Advice and Liaison Service (PALS) is a confidential NHS service that provides help, advice and information for patients, families and carers. We welcome all your feedback.

Contact PALS at: \*Email: PALS@mft.nhs.uk; \*Telephone: 0161 276 8686

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## Wellbeing Counselling Service

This service offers confidential counselling to adults and carers who are affected by cancer and other life-threatening illnesses. Our service is available for patients, partners, family members and carers.

We also offer bereavement counselling for adults who are experiencing difficulties following a death from any cause

**Tel : 0161 746 2084 or 0161 746 2080**  
(Out of hours voicemail)

**Macmillan Wellbeing Centre  
Moorside Road  
Davyhulme  
Manchester M41 5SN**

[www.macmillancentretrafford.org](http://www.macmillancentretrafford.org)

## Here for you in Trafford



**Trafford Local  
Care Organisation**

Leading local care, improving  
lives in Trafford with you

## What is counselling?

Counselling takes place when you meet a counsellor in a private and confidential setting, to talk about any distress or difficulties you are having. No – one can simply be sent for counselling, the decision will always be yours.

Your counsellor will be supportive, and will respect you, your values and your individuality. The counsellor will not criticize or judge you, nor give you advice.

## Will counselling help me?

Counselling is not a social meeting or just ‘having a chat’ but can help people who are adjusting to important life events.

Major changes in our lives can leave us with bottled-up feelings, such as anger, grief, fear, loss, anxiety, embarrassment or resentment. These emotions can become intense and difficult to cope with.

At times it might not be possible to talk about your innermost concerns with loved-ones, for fear of worrying or frightening them, or because they are close to the problem too. Sometimes you may feel that you have no-one to talk to.

Counselling is one way of unburdening yourself to a caring person who is professionally trained to listen and help you. It may not be possible to change your situation, but counselling may help you to:

- Untangle your thoughts and feelings
- Make sense of how you are feeling and what is happening to you
- Look at your options
- Develop your ability to cope and feel more in control
- Make decisions
- Communicate your wishes to others
- Feel supported and less isolated.

## Wellbeing Counselling Service

Our counsellors are volunteers who are either qualified, or in the latter stages of their counsellor training. We have male and female counsellors and they undergo regular supervision and on-going training.

The service and the counsellors work in accordance with The Ethical Framework of The British Association for Counselling and Psychotherapy.

Once you have referred yourself, or been referred, you will then be offered an assessment appointment with the Service Co-ordinator. The co-ordinator will listen to your particular concerns and explain the counselling service to you. If it is agreed that counselling best suits your needs, you will be put onto a waiting list to be allocated to a counsellor.

Counselling sessions last up to one hour and are usually weekly on the same day and time each week. A block of (up to) 8 sessions will be offered.

Counselling sessions will usually take place at the Macmillan Wellbeing Centre, Monday to Friday during normal office hours.

**Please note: Any clients who do not attend their appointment without informing us, will be discharged from the Service**

## Confidentiality

Confidentiality within the service is important and your counsellor will talk this through with you at your first session.

If more than one family member requests counselling, you will usually see different counsellors within our service to protect your confidentiality.

