



## **Before you have your telephone support session...**

Taking a few minutes to think about what you want from it, it will help you to get the most out of it. In particular please consider:

### **Your environment and the session:**

- Ensure you are in a safe and confidential space where you can speak freely and uninterrupted from external distractions.
- Ensure your device is fully charged or plugged in before the scheduled session.
- Be available at least five minutes prior to the scheduled session.
- Your Counsellor will attempt to reconnect with you immediately if the session is interrupted/disconnected. If reconnection cannot occur, the Counsellor will attempt to reschedule the session through email communication.
- Consider using headphones as an extra layer of privacy.
- If you can no longer able speak freely, let the counsellor know and end the call. If a further telephone call is needed this can be arranged by email.

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### **Understanding:**

- That sessions must be scheduled in advance and during business hours in collaboration with the University Counselling Service.
- Counsellors will not be available for on-call or emergency appointments.
- If you feel you are at immediate risk, you must call 999 or go to your nearest emergency department.
- Please be aware that there is a limit to what the Counselling Service can offer you following your support session. We cannot offer regular counselling at the moment and all appointments last for 30 min only.

## **What do you want to focus on in your appointment?**

The appointment will be for 30 minutes, so it will be helpful to decide on the main issues you would like us to help you with.

## **Why now?**

- What made you book this appointment at this particular time?
- Has your situation changed recently or is this a problem you have had for some time?
- Have you been able to make sense of where the problem may come from?

## **How have you been coping with this problem so far?**

Have you talked to anyone else about it, for example, a member of academic staff, welfare officer, your GP, friends or family? Please let us know if you are able to contact friends and family at the moment. It will help the counsellor to know this.

## **Do you have any previous experiences of counselling or therapy?**

It will help us to know about this and what was and wasn't helpful.

## **Have you checked our website?**

We have listed a number of self-help resources and you may find some of them useful.

<https://www.nottingham.ac.uk/counselling/self-help-resources/self-help-resources.aspx> lists some helpful resources

[https://mediaspace.nottingham.ac.uk/media/Progressive+muscle+relaxation/1\\_8goypfz7](https://mediaspace.nottingham.ac.uk/media/Progressive+muscle+relaxation/1_8goypfz7) leads to a podcast which you can help you to manage your stress level if it is high

<https://www.nottingham.ac.uk/counselling/self-help-resources/podcasts.aspx> a list of useful podcasts

We are also on twitter, follow us @UoNUCS

### Other websites

<https://www.beateatingdisorders.org.uk/> - Eating Disorders Association website which provides information and help about all aspects of eating disorders

<https://www.kooth.com/nottscity> - free on-line support for young people

<https://www.nationaldahelpline.org.uk/> - 24 hour national domestic free-phone help line 0808 2000 247.

<https://www.studentsagainstd Depression.org/> - informative and helpful website designed for students experiencing depression. Also has helpful student blogs

### Emergencies

The Counselling Service is **not an emergency service** and we don't run an out-of-hours service.

We will try to offer a quick response where there is an urgent request. However, sometimes we may not be able to. In these situations, please contact your own GP or one of the following:

- **Cripps Health Centre:**  
+44 (0) 115 846 8888; <http://www.unhs.co.uk/>
- **NHS 111 (previously NHS Direct)**  
111 for free from any UK landline or mobile  
<https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>
- **Samaritans**  
116 123 for free from any UK landline or mobile; <http://www.samaritans.org/>

Urgent medical and psychiatric help can be obtained at the **Emergency Department at the Queen's Medical Centre**, or in an emergency call 999.

<https://www.nuh.nhs.uk/getting-here/gmc-and-our-emergency-department/maps/gmc-interactive-map/?mapLink=53187>