



John Priestley, our head of counselling services

Questions Frequently Asked About Counselling

● Does it help?

There is now an overwhelming mass of evidence to show that talking therapies are helpful for a range of difficulties. These include depression, anxiety, relationship difficulties and many others. People often feel a sense of alleviation in expressing their feelings and sharing a problem. In addition counselling can sometimes help an individual understand the contribution they are making towards the problems they are experiencing, and help them find new ways of coping.

● Do you have to be 'sick' to have counselling?

No, emotional distress is an ordinary part of life. Research suggests that one in four adults experience some form of emotional distress at any one time. Many types of emotional distress are inevitable. The distress we feel following a loss or bereavement is an example of this. Sometimes emotional distress, if left untreated, can become so intense that it stops you from being able to cope.

● How do I make an appointment?

If you would like to talk to someone confidentially please call our receptionist on 020 8296 0030. She will arrange an initial consultation for you with an experienced counsellor.

● Is it confidential?

Everything that you say to your counsellor is confidential and will not be shared with others. The only exclusion is where exceptional circumstances prevail such as where we may need to inform others in order to protect someone from serious harm. Your counsellor may discuss your circumstances with professional colleagues in order to understand you better. If your counsellor is a trainee then such discussions may also take place in a college or university setting and he or she may also write about you as part of their training. In any such discussions or writing you will not be referred to by name and any identifying details of your case will be removed or altered to protect your confidentiality. Brief notes are kept and stored in line with the requirements of the data protection act.

● Are the counsellors trained?

All our counsellors are trained. Some are still in the advanced stages of their training whilst others have completed their training. Some counsellors are on a diploma level course, others are doing a doctorate or a higher degree. Some counsellors have professional accreditation. All our counsellors are volunteers.

● Is it possible to be seen in the evening?

Yes, we are open:

Monday to Thursday	9am - 10pm
Friday	9am - 8pm
Saturday	9am - 2pm

Call us on 020 8296 0030 to arrange an initial consultation

● If I arrive early, is there a waiting room?

Yes, there is a waiting area for clients.

● Where will the counselling sessions take place?

Counselling takes place in specially designed counselling rooms at our premises

The Wimbledon Guild Counselling Service
First Floor, Guild House
30/32 Worple Road
Wimbledon
London, SW19 4EF.

● Will other people be there?

There will always be a receptionist on duty when counselling takes place.

● Can I park at The Wimbledon Guild's premises?

No, parking is not available at The Wimbledon Guild premises but metered parking is available in nearby streets.

● Who is in charge?

Our head of counselling is John Priestley who is a registered psychotherapist and a Fellow of the British Association of Counselling and Psychotherapy.

● What if I am not happy with my counselling?

In the first instance you should discuss this with your counsellor. If this does not resolve matters there is also a formal complaints procedure. A copy of the complaints procedure is available from our counselling receptionist.