



# Coming for Counselling: Questions You Might Want To Ask



James Rye

# Frequently Asked Questions - Kings Lynn Counselling

## How long do I have to come to counselling for?

You don't have to come at all. You are the paying customer and will come for as many or as few sessions as you wish. Some people come once or twice; some people come for one or two years; most people come for between five and twelve sessions. At Kings Lynn Counselling we are bound by the ethical code of the British Association for Counselling and Psychotherapy. This means that we will not continue to work with you once we feel that you no longer need to come. However, you, of course, are at liberty to stop coming whenever you wish to. It might be wise to set aside five or six sessions in your head, as it can sometimes take that time for things to change and feel comfortable. You are always in control.

## Do I have to come to counselling every week?

You are the paying customer and can determine how often you wish to come. Initially, if you can afford it, it might be good to come every week because the work needs to get started and is likely to be more effective if there is continuity. However, some people come every fortnight or every three weeks. Some people come weekly to begin with and then reduce the frequency later on. You are always in control.

# Frequently Asked Questions - Kings Lynn Counselling

## How much do you charge for counselling?

The current fees for each 50 minute session are listed on the [Counselling Fees](#) page.



## How can I pay for counselling?

You can pay by cash, credit/debit card, or bank transfer. All payments are normally due at the end of each session (unless agreed otherwise) and will be receipted for your records. If someone other than you is paying and you wish an invoice to be sent directly to that person or organisation, that can easily be arranged, but you must make that clear when booking your first appointment.

If you work via Skype (or VSee) or telephone we will email you an invoice with details of how you can easily pay via card or bank transfer. We are also able to accept card payments over the telephone.

# Frequently Asked Questions - Kings Lynn Counselling

## What happens if I miss a counselling session?

If you need to re-arrange or cancel a session there is normally no problem provided you let us know and give 48 hours notice of the change. This means that the appointment slot isn't "wasted" and we can usually fill it with another client. If you just fail to turn up or don't give 48 hours notice of the change, we reserve the right to charge for your missed session in full. In exceptional circumstances (serious medical emergency, close family bereavement, accident, for example) we may not charge if you fail to give 48 hours notice. However, exceptional circumstances are exceptional.

In the first instance, please assume that you will be charged for any session missed or cancelled without 48 hours notice. Any outstanding debts will be pursued using the Government Gateway service and you would be liable for the extra costs involved.

## What happens during counselling?

Counselling is a process that helps people make choices or reach decisions about how to handle their concerns. I will encourage you to talk about what is troubling you and listen to what you have to say. The aim is to help you become clearer about both the extent and the effect of the problem, and to help you recognise possible solutions – ones that will work for you. Part of the work will involve considering what you are thinking, feeling, and doing (or not doing), and how thoughts, emotions, and behaviour all interact together. Part of the work will involve you finding internal resources for changes in thinking and acting, and in making the changes that you have decided on.

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## What is the difference between counselling and psychotherapy?

That is a good question that doesn't have a straightforward answer. Even in the profession there is divided opinion. Broadly speaking "counselling" and "psychotherapy" are umbrella terms that cover a range of talking therapies. They are delivered by trained therapists (though the terms are not protected, so anyone can claim to be a counsellor or psychotherapist) who work with people to help them bring about change. In general terms, counselling tends to be shorter and psychotherapy tends to be longer. Some people argue that counselling tends to deal more with surface issues, whereas psychotherapy tends to dig a bit deeper. The issue for you is not, "What precisely is it called?", but, "Is it working for me?"





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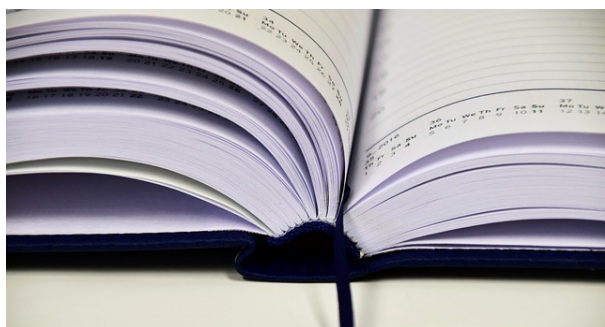
## When do you see clients?

Monday 11:00-17:00, 19:00-20:00

Wednesday 11:00-17:00, 19:00-20:00

Thursday 10:00-16:00, 19:00-20:00

We are happy to take telephone calls outside of the above hours during the daytime and early evenings.



## How can I contact you to set up an appointment?

The easiest way to set up an appointment is to phone or use our confidential [Online Booking system](#). All the details are on our [Contact Your Kings Lynn Counsellor](#) page. Because we are busy and sometimes can't pick up the phone because we are working with clients, do leave a message or send a text and we will get back to you.

## How do I get to you?

The Kings Lynn Counsellor works from an office at home at 8 Grafton Road, Kings Lynn, Norfolk, PE30 3HA. There is a map on our [Find Your Kings Lynn Counsellor](#) page. Please note: there is also a Grafton Close. Make sure you come to Grafton Road .

# Frequently Asked Questions - Kings Lynn Counselling

## What if I arrive early?

Because we work from home and because we see several clients a day, we cannot offer a waiting room. If you arrive early, please wait in your car or outside as we cannot accommodate you inside. If you ring the doorbell before your appointment time we are unlikely to be able to respond as we will probably be working with another client. If you have counselling over the phone or via the internet, just call at the appointment time.

## If I don't live in the local area, can I still have counselling with you?

Yes. We offer counselling via Skype (or VSee) or via telephone.

## What about parking?

There is a paved area in front of the house at 8 Grafton Road, and you are more than welcome to park there if there is space. Alternatively, there is always plenty of safe parking on the street kerb in Grafton Road itself.

# Frequently Asked Questions - Kings Lynn Counselling

## Is what I tell you confidential?

Yes, it is confidential, but we do not promise absolute secrecy. What that means is that there are a *very few occasions* when we might need to talk to another trusted professional adult about what you tell us. If we felt you were very likely to harm yourself or others, we have a duty of care to consult with other relevant professionals. If you reveal risk to vulnerable children or adults, or involvement in serious crime we would again need to consult with other professionals. And if subpoenaed to attend a court of law about what took place in our sessions, we would have to go, even though we wouldn't want to. It is confidential, but is not absolutely secret under all circumstances.

## Are you qualified?

Yes. James Rye, the counsellor at King's Lynn Counselling, has many years of recognised training at British Universities. He has also many years of professional practice and has gained high professional status. For details see our [Kings Lynn Counsellor](#) page.

## What records do you keep?

At the end of every session the counsellor will make brief hand-written or typed notes. Their purpose is simply as an aide memoire of the key points of the discussion for next time.



# Frequently Asked Questions - Kings Lynn Counselling

Are those records part of the National Health Service System?

These records ARE NOT part of any NHS record system.

How are those records stored?

Connections Counselling Ltd (the parent company of Kings Lynn Counselling) is registered under the Data Protection Act (1998), registration number Z6673680. Its records are stored in encrypted electronic format in a cloud storage system which meets the security requirements of the Data Protection Act (1998).

How long are those records kept for?

Records will be kept securely for a period after counselling has ended (possibly for up to 72 months) and will then be destroyed. Occasionally a referral agency may require relevant records to be destroyed earlier.

What else can you tell me?

What else do you want to know? Just email or text or phone us with your question and we will try to get back to you within 24 hours. See our [Contact Your Kings Lynn Counsellor](#)

# Frequently Asked Questions - Kings Lynn Counselling

## Book A Counselling Session Now

Don't miss out on the benefits that a counselling session can bring to your life.

If you haven't already booked an appointment, book a session now by clicking the button below.

[Learn more](#)

"Kings Lynn Counselling" and "CBT Counselling" are just different trading names of our parent company "Connections Counselling Ltd". Like many businesses, we use different websites to advertise our services.