

Listening Service Agreement

Print name Client: _____ Print name Listener: _____

What you can expect from me:

- I will accept you, as you are, listen to you and not judge you.
- I will do my best in our meetings to try to work with you in a way which helps you to help yourself.
- I will keep our *Listening* meetings as agreed and give you as much notice as possible if I need to cancel.
- That each *Listening* meeting will last 50 minutes.
- Confidentiality within the surgery - but there are some exceptions:
 - 1) Criminal activity – e.g. terrorism, money laundering, human or drug trafficking.
 - 2) Safeguarding issues – you, a child, a vulnerable adult.
 - 3) When required to do so during a police investigation or court proceedings.
- Six *Listening* meetings. You can stop whenever you wish, but it would be good to have an 'ending session' if possible.
- I have the right to end the *Listening* meetings if I feel it isn't the right service for you, or you are not engaging with the meetings – I will do my best to signpost you to other services that may help you more effectively.

What I need from you:

- That you keep our meetings as arranged – if you are late you may only be able to have the allocated time remaining.
- That you let me know at least 24 hours beforehand, if you need to cancel. If you don't do this, the missed session will count as one of your six *Listening* meetings.
- That you will let me know if you don't wish to continue the *Listening* meetings
- That you will let me know of any medication that you take that could affect us working together or if you are/become involved with any counselling or other service/agency that is helping you.
- That you try to keep yourself safe during the listening period (six sessions). You are responsible for your own thoughts, feelings and actions.
- That you don't come to the sessions under the influence of alcohol/illegal drugs – I will end the session if I suspect this is the case and inform the GP lead.
- You will try to be open and honest with me and will ask me if you don't understand anything.
- To recognize that this is a professional service, and that contact outside of the *Listening* meetings is primarily about appointment making/cancelling.

Cancellation policy:

- If you miss two appointments in a row without telling me I will presume you no longer wish to continue with the *Listening* Service and our agreement is at an end. Please be aware that I will not be able to see you again for a period of three months.
- Cancelling within 24 hours of an agreed *Listening* meeting will count as one of your six sessions.
- The *Listening* service works best when it is regular - repeated cancellations or breaks may mean that this is not the right time for you to access this service.

Signed Client: _____

Signed Listener: _____

Date: _____

Date: _____