

## **Appointments FAQ**

If you need to contact us at any point from registration, during or after your sessions please email [mhw@contacts.bham.ac.uk](mailto:mhw@contacts.bham.ac.uk)

### **How long will I wait for an appointment?**

We aim to triage your registration form and let you know the outcome within three working days where possible.

If you have been triaged to a Service provided directly by Mental Health and Wellbeing Service we aim to offer you a first appointment within 30 days. Where we can this will be in the times you have provided however we do reserve the right to offer appointments outside of this availability if necessary.

If you have been asked to contact UBHeard to arrange a Counselling assessment you will have been provided their 24/7 contact number so you can call them at your convenience.

At any time during your wait for an appointment you can contact [UBHeard](#) for in the moment support provided by a Counsellor who is available to speak with you 24hours a day, 7 days a week.

You can also check out our [online resource section](#) for a wide range of resources to help lots of different issues as well as our [NHS self-help guides](#) which are based on Cognitive Behavioural Therapy and provide a great start to managing many common difficulties.

### **What happens before and during the first appointment?**

If you are assigned to work with someone within the Mental Health and Wellbeing Service once you have been allocated to a specific Practitioner you will receive an email from them introducing themselves and providing your Zoom details for your first appointment. Attached to the email will be some useful first session information including some background about your Practitioner and how they work and a reminder of useful information. There will be a contract attached to your email which you must type your name onto and then return as an attachment and this forms the agreement of the work you will do together – **we must have this contract returned before the first session.** Please send us a copy back in reply to the email rather than use Share point etc.

Before your first and subsequent appointments you will receive an email invitation to complete a CORE form – this is our clinical measurement tool and measures how you are feeling and any risk and we can use your answers to this to help guide sessions where appropriate.

Your first session will generally be a chance for your Practitioner to get to know about you and what has made you decide to register with the service as well as what is most important to you to work on in the sessions you have.

### **Ongoing appointments**

Within the Mental Health and wellbeing Service you can work with a Practitioner for up to 4 sessions. At the end of your current appointment your Practitioner will arrange your next appointment and you will receive email confirmation and zoom details shortly after the session has finished. You can choose to work weekly or fortnightly with your Practitioner.

Cancelling appointments – we are an exceptionally busy service so please try your best to attend all prearranged appointments. However, if you need to cancel an appointment please let us know asap by emailing [mhw@contacts.bham.ac.uk](mailto:mhw@contacts.bham.ac.uk) so we can offer the space to another student. If you cancel

more than one appointment these will be taken out of your remaining sessions to be fair to students who are waiting for their sessions to start.

Missed appointments with no contact – if you miss an appointment and do not cancel in advance these will count as one of your sessions unless there are exceptional circumstances. You will receive an email asking you to make contact to rebook within 3 working days or your case will be closed.

### **No longer require a service**

If you do not wish for any further appointments or contact from Mental Health and Wellbeing Service please let your Practitioner know or email us on [mhw@contacts.bham.ac.uk](mailto:mhw@contacts.bham.ac.uk) and let us know.

### **IT Disruption**

If IT causes disruption to the session either your Practitioner or a colleague will make contact asap after the session to rebook.

### **CORE 34**

The CORE 34 is the clinical measurement tool we use to measure how you feel things are in the areas of functioning, problem solving, wellbeing and risk. You will be sent an invitation to complete this in the days before your appointment and if you don't get chance your Practitioner may invite you to it in session. Your Practitioner may use some of the scores to guide/ask about during your session and you are welcome to ask to see your CORE scores represented on a graph at the end of your sessions. If you have a very strong objection to completing the CORE 34 please talk to your Practitioner however we generally would prefer all students complete CORE forms when using the Service.

### **Feedback Survey and complaints**

Once you have finished your sessions with Mental Health and Wellbeing Service you will be invited to complete anonymous feedback about your experiences.

If you have a complaint about the Service you can contact Sue Knight Interim Senior Psychological Practitioner on [s.j.knight@bham.ac.uk](mailto:s.j.knight@bham.ac.uk)