

## ***The Young People's Consultation Service***

### What is the YPCS?

The YPCS is an NHS service which offers 4 free, confidential consultations (sessions of about an hour each) to anyone aged between 16 and 30 who has a personal or emotional problem. These problems may be, for example, in relationships with family, friends or partners, or there may be difficulties at school, college or work.

### What happens when I come for a consultation?

You will have a one-to-one meeting with a YPCS Counsellor. These consultation sessions are aimed at helping you to gain a clearer picture of your particular difficulty and, depending on what you want and which approach seems best, your Counsellor may also discuss with you ways of getting further help.

### How can YPCS sessions help?

Sometimes the feelings, thoughts and experiences that bother us are those we cannot discuss with people close to us like friends or relatives. Our Counsellors listen carefully to what our clients wish to say. During sessions clients may talk about painful emotions and thoughts, that they have not felt able to open up about before. This can sometimes be quite upsetting but it can also bring a sense of relief and understanding.

### Who will I see?

All YPCS Counsellors are qualified and experienced professionals drawn from a variety of backgrounds including child and adolescent psychotherapy, clinical psychology, counselling, nursing, psychiatry and social work. The Tavistock Centre is part of a national centre for advanced training in mental health. This means that some of our Counsellors will be receiving further training while working as part of our team. If you have any questions about this, please speak to your Counsellor.

### What can I expect of the Counsellor?

Your Counsellor will listen carefully and make comments aimed at helping you to understand your difficulties. The Counsellor will not usually offer direct advice or guidance, but will work with you to help you become more aware of the issues that are causing you problems so that you can discover better ways of dealing with them.

### Will my experience be respected if I come from a minority community?

YPCS consultations are available to people regardless of race, culture, sexual orientation, gender, religion or ability. Our Counsellors are committed to thinking about these aspects of people's lives in a respectful way.

The Tavistock & Portman NHS Trust is committed to achieving equal opportunities in all aspects of its work and, in particular, to providing services to groups that are discriminated against or excluded from access to any services. Trust premises and services are accessible to people with disabilities. In situations where language may seem a barrier to the uptake of consultations, interpreters will be provided.

### What happens after the 4 sessions?

This is up to you. You may find that the 4 sessions we offer are enough to help you deal with the difficulty you have come to see us about. Sometimes clients feel that they would like to continue the

counselling experience. If this is the case, we can offer advice about where to find further counselling or psychotherapy.

Where is the YPCS?

The YPCS is based in the Adolescent Department of the Tavistock Clinic at the Tavistock Centre, 120 Belsize Lane, London NW3 5BA (See map on back cover)

Where do I come for my consultations?

If your session starts between 9.00am and 5.00pm, please go directly to the Adolescent Department waiting room on the 3rd floor (on your right as you come out of the lift), and let the Receptionist there know that you have arrived. If your session starts before 9.00am or after 5.00pm, please go to the Reception desk on the ground floor, near the entrance to the Centre.

What if I cannot come to a session?

If for any reason you are unable to attend any of your sessions, please telephone our Receptionist, on 020 7447 3714, so that a message can be passed to your Counsellor.

Will this appear on my medical records?

The YPCS is a confidential service. When you called to arrange an appointment, the Co-Ordinator asked you for your doctor's name and address, this information is required for NHS funding reasons only. We do not need to contact your doctor and would not do so without first asking for your permission to do so.

More questions?

Please contact the YPCS Co-Ordinator, Monday-Thursday, 10am – 5.30pm, on 020 7447 3787, who will be happy to help.