Renewal Therapy Service Client Journey

1. Referral through web form or telephone. (If telephone referral reception staff to complete web form over the phone.)

2. Therapy Service Manager to review Referral. If not suitable for RTS, manager to arrange communication and signposting to client.

3. Once approved, Reception contact client and offer initial assessment appointment.

4. Once assessment booked, reception to post out data set forms (Data collection form, contract and fees structure.)

5. Admin team to create BACPAC record and confirm appointment and code with assessor

6. If paying client assessment fee taken at time of booking. Data set and fee agreement received back from client.

7. During first assessment, PHQ, GAD, WSAS and Miniserve to be completed. Initial assessment paperwork to be completed. Client informed they may see another therapist, or student if appropriate and admin team will be in touch

8. After assessment all scales and assessment paperwork to be added to clients file on BACPAC, either by therapist or admin team. The therapist is responsible for ensuring all data is uploaded, but may ask admin team for assistance in doing so.

9. Discussion between assessor, supervisor and manager as to allocation of client

10. Once client has been allocated, reception team to book first appointment between client and therapist.

11. Payment for first session taken

12. Therapist to review file on BACPAC before first counselling session.

13. After first session, therapist to arrange ongoing meetings with client and inform reception of future bookings. Therapists need to contact reception at the end of each session to book the room or zoom for the next session.

14. As a general principle the PHQ, GAD, WSAS and MiniServe should be completed every 6 sessions

15. When the therapist begins to discuss the ending of sessions with a client then PHQ, GAD, WSAS and Miniserve should be completed again, plus encouragement for the client to do the Evaluation form

16. After final session, Therapist needs to inform admin team that the client is now closed.