

Renewal Therapy Service

Waiting list policy

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| SOP Reference: Waiting list | Date: August 2023 |
| Author: Renewal Listening Service collaborative | Signature: |
| Date of next review: August 2024 | |

Should Renewal Therapy service receive more referrals than the therapists have capacity to see within a reasonable time frame, this policy outlines how we will operate our waiting list.

Reasonable time frames

- It will be expected that a potential client will be contacted within 1 week of original referral by the service administrator.
- The client will be offered an assessment within 14 days of original referral which will be organised through the service administrator
- Clients will ideally be placed with a Therapist within 14 days of assessment.
- Clients will ideally be seen by their allocated counsellor within 1 month of referral.

If Renewal Therapy service are unable to meet these time frames, then our waiting list will be enacted.

All referrals will still be contacted within 1 week of the original referral

Potential clients will be informed that there is currently a waiting list, and given an estimation of how long they may need to wait for an initial assessment.

Potential clients will informed that they will contacted within the estimated time frame given to either book their assessment, or to review the estimated time frame.

The Therapy service manager will set the estimated time frame in conjunction with the admin team

The admin team will keep a log of when referrals were received, when they have been contacted and any estimated timeframes they have been given.

It is envisaged that clients will be seen on a first come first served basis. However the Therapy service manager may choose to bring potential clients further up the waiting list if it is deemed that their need is more urgent than others ahead of them, and they are unable to access similar support elsewhere – however this will be exception practice, not the norm.