Get Help with Counselling Concerns - feedback

1. Have you had experience of counselling?

|  |  |
| --- | --- |
| Yes |  |
| No - (Please go to question 24) |  |

2) What were your expectations from counselling?

1. Were your expectations met?

|  |  |
| --- | --- |
| Yes – fully |  |
| Yes – partly |  |
| No |  |
| I don’t know |  |

1. Did your counsellor give you a contract or agreement for the work?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. When you met your counsellor for the first time, did they tell you about how you would be working together?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. Did you and your counsellor discuss the goals and aims for your sessions together?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. Did your counsellor explain about confidentiality and what might happen if they needed to break confidentiality?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. Did you feel you understood circumstances where confidentiality may be broken?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. Were you given information by your counsellor about their professional responsibilities?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. Did your counsellor discuss what might happen if you bumped into them socially or outside of counselling?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

1. Who chose what was discussed in counselling?

|  |  |
| --- | --- |
| Me |  |
| My counsellor |  |
| My counsellor and me |  |

1. Did you find counselling helpful?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| I don’t know |  |

13) What did you find helpful about counselling?

14) What did you find unhelpful about counselling?

15) Did you always feel at ease in session?

|  |  |
| --- | --- |
| Yes – please go to question 18 |  |
| No |  |

16) Please could you provide more information about the times you did not feel at ease?

17) What did you do when this happened?

18) Did counselling end well?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

19) Was the ending of your counselling planned?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

20) Do you feel counselling ended at the right time for you?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

21) Is there anything that your counsellor could have done differently that would have been helpful to you?

22) Would you recommend counselling to others?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

23) Could you explain more about why you would not recommend counselling to others?

24) How did you find out about counselling?

|  |  |
| --- | --- |
| BACP Directory |  |
| Personal recommendation |  |
| Other counselling directory |  |
| Other |  |

25) What would be helpful to know when looking for a counsellor?

26) What do you expect from counselling?

27) Would you like to see more information on how to choose a counsellor?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

28) What would be the best way for people to find information about counselling?

100 % completed

Progress: