

## Important information

By attending this session, you understand and agree that

The volunteer cannot provide:

Medical advice

Diagnosis

Treatment

Counselling

Crisis intervention

Emergency mental health support

Any medical concerns should be discussed with a GP or another qualified healthcare professional.

This service does not replace medical care or mental health services.

Any concerns will normally be discussed with the Duty Doctor on site that day or safeguarding lead within the practice.

## Confidentiality

Conversations will be treated respectfully and confidentially.

However, confidentiality may need to be broken if the volunteer or practice believes:

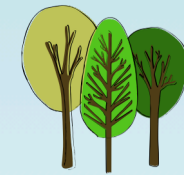
There is a risk of serious harm to you or another person,

There are safeguarding concerns involving a child or vulnerable adult

There is legal obligation to share information.

Any concerns will normally be discussed with the duty Doctor on site that day or safeguarding lead within the practice.

Created September 2026 Review September 2027 MJ



ASH TREES  
SURGERY



**Looking for a safe space to talk?  
Find out more about  
The Listening Service  
and the support  
available to you.**

**[www.ashtreessurgery.co.uk](http://www.ashtreessurgery.co.uk)**



My name is Elly and I worked for several years in the voluntary sector as a counsellor, support worker and also an advisor.

## About this service

This service is provided by a volunteer acting in a non-clinical support role within the practice.

The purpose of the service is to offer patients:

A safe space to talk,  
General listening support

The volunteer is not a doctor, nurse, therapist, or registered clinician acting on behalf of the practice in a clinical capacity.

## How do i make an appointment

To make an appointment with the Listening service, you can do this over the phone or at one of our reception desks at a surgery.

Your Doctor, Nurse or other team member may signpost the service to you and they can make an appointment for you.

The service offers a face to face appointment on Fridays at our Carnforth surgery.

This service is only available for those over 18 years of age.

## Boundaries of the Service

The Listener:

- Cannot prescribe or recommend treatment
- Will not provide clinical opinions or advice
- Cannot make referrals independently
- Cannot provide ongoing counselling therapy
- Cannot be contacted privately outside the practice

## Sessions are provided:

- On practice premises only
- During agreed practice times
- Under practice supervision from the on call GP if appropriate