# Information for Clients on the Waiting List

| WLCC Opening Hours | WLCC Contact Details |
|---|---|
| **Monday – Thursday:** from 9am to 9pm<br>(last appointment starts at 8pm)<br><br>**Friday:** from 9am to 5pm<br>(last appointment starts at 4pm)<br><br>Sessions take place in-person and online during the above hours.<br><br>We are not open at weekends. | **Phone:** 020 8563 2159<br><br>**Email**: wlcc@wlcc.org.uk<br><br>**Address:** 3 Glenthorne Mews,<br>115A Glenthorne Road,<br>Hammersmith<br>London<br>W6 0LJ |

**In case of emergency**

WLCC is not an emergency service. If you need to speak to someone urgently about your mental health, you can make an appointment with your GP, or call the following free numbers:

- West London Mental Health helpline – 0800 328 4444 (24/7)
- Samaritans on 116 123 or email jo@samaritans.org (24/7)

## Frequently Asked Questions:

**How long is the waiting list?**
The waiting list for counselling varies. After your initial assessment you will be added to the waiting list and will be informed as soon as a slot becomes available that matches a time that you have told us you are available. As a guide, the wait is normally between 6 and 12 weeks, sometimes shorter.

**What happens if my availability for sessions changes while I am on the waiting list?**
It is important that you let us know if there are any changes to the day(s) and/or time(s) when you can attend counselling sessions. Please email wlcc@wlcc.org.uk or call 020 8563 2159.

**What happens when I reach the top of the waiting list?**
Your counsellor will email or write to you with an appointment date. In case you are unable to attend please reply to your counsellor's email or contact the Centre on 020 8563 2159.

**What happens if I cannot attend all of the counselling sessions offered?**
As a free, NHS-funded service, we have to be fair to all clients and therefore we do have a cancellation policy. Counselling will be ended:

- If you do not attend your first session and do not contact the Centre or your counsellor, and do not respond to our attempts to contact you by the deadline stated;
- If you do not attend any 2 consecutive appointments and do not contact the Centre or your counsellor;
- Or if you do not attend 4 appointments during the course of your 12 counselling sessions.

If your counselling treatment is ended then you will need to re-refer yourself, attend another assessment appointment, and join the waiting list again.

Exceptions to this policy can only be made in rare circumstances and/or in response to planned absences. It is therefore most important to discuss any expected absences due to holidays, half-term breaks, etc. with your counsellor at your first appointment.