

## More information

### What goes on in a session?

The active listening service offers patients the opportunity to discuss their lives with a specially-trained person dedicated to listening to them. The principle behind the service is that, by giving people space and safety to tell their story and be heard, they can gain perspective and understanding about their circumstances. It is managed by NHS FV spiritual care service, but is not of a religious nature.

A variety of techniques are used and conversation is directed around the things that the patient brings to the session.

Louise may take the odd note to keep track of the conversation.

### What evidence is there for active listening?

There is a substantial body of evidence that the service works in other parts of NHS Scotland. NHS Tayside has rolled out the service across all GP surgeries and research has found that it helps individual patients and means that GPs are less likely to have to prescribe certain medications.

### What training do listeners have?

Listeners like Louise have gone through the Community Chaplaincy Listening (CCL) training developed by NHS Education for Scotland. They must agree to abide by all requirements of registration and provide evidence of practice, supervision and CPD annually.

**Kersiebank Medical  
Practice**

**LISTENING  
SERVICE**

**01324 665533**

**NHS**  
Forth Valley

## Q&A

### **What is the listening service?**

The active listening service offers patients the opportunity to talk about their lives with a person dedicated to listening to them.

### **What are the reasons for referral?**

There are many reasons that you may benefit from the listening service. These include depression, anxiety, grief, stress, having a new baby, relationship and family issues.

### **What does it cost?**

It is free to access.

### **How long are appointments?**

Appointments are 50 mins long and currently available only on Friday mornings.

### **Who will I speak to?**

Our listener at Kersiebank Medical Practice is Louise. Louise works as an intensive care nurse at Forth Valley Royal Hospital and volunteers with the service.

### **What age do I have to be?**

Louise will see patients aged 16 and over. If slightly younger than this, she may be able to help - please pass on your details and the practice will let you know.

## Reasons for referral

**There are many reasons you might benefit from attending the listening service. These may include:**

- Grief and loss
- Low mood
- Mild to moderate depression. If you are being treated by our mental health nurse or GP, you might also benefit the opportunity to talk.
- The challenges of being a carer
- Relationship or family issues
- Change in support system
- Work-related issues
- The challenges of being a parent
- Emotional and spiritual issues, such as guilt and anger
- Questions around the meaning of life

## How can I be referred?

**If you wish to be referred to the service, please speak to your clinician or a member of our administration team. They will then make you an appointment to see Louise.**

