

# The Role of Counsellors in General Practice

## SUMMARY

**C**OUNSELLING services in general practice are now widespread but little is known about their nature or role. We therefore carried out in-depth telephone interviews with a representative sample of 72 general practitioners and 60 of their counsellors who had participated in a previous national survey of counselling services in England and Wales. Our aim was to gain greater insight into the functioning of these services in order to determine the most appropriate focus for future research and development. Interviews were semi-structured and focused on service initiation and duration; counsellors' background and training; working arrangements including sources of funding; types of clients; communication between general practitioners and counsellors; perceived advantages and disadvantages to general practitioners, counsellors, and clients; goals, barriers, and proposed changes.

Approximately two thirds of counsellors were employed by district health authorities and attached to practices. One third were employed by the practice with the financial assistance of family health services authorities. Practice-employed counsellors appeared a relatively new service innovation whose growth was facilitated by the general practitioner contract of 1991. Practice-employed counsellors were preferred to practice-attached staff in that general practitioners had greater control over the selection of counsellors and their working arrangements. Problems with interprofessional communication were noted in relation to counsellors' wishes to maintain patient confidentiality by not exchanging information about patients with general practitioners.

Counsellors received referrals principally from general practitioners and occasionally from other primary health care staff. Self-referral by patients was rare. The problems for which patients were most commonly referred were: stress/anxiety, relationship problems, depression, and bereavement. The principal therapeutic styles were Rogerian counselling, behavioural therapy, and psychodynamic psychotherapy. A quarter described their style as 'eclectic'. Individual, not group, therapy was the norm. Sessions were usually 50 minutes in duration. However, waiting list times, the frequency of sessions, and overall duration of therapy varied enormously. Overall 28% of counsellors held no formal qualification in counselling or in any of the psychotherapies.

Counsellors and general practitioners were generally satisfied with the service and identified a wide range of benefits with few disadvantages. The principal problem was said to be that demand exceeded capacity and the principal change proposed was expansion of the service.

The findings provide the most comprehensive account to date of the present state and likely future direction of counselling services in general practice and point to the need to:

1. Evaluate the cost-effectiveness of counselling in the management of common psychiatric disorders such as anxiety and depression

2. Establish a national policy for the training and accreditation of counsellors working in general practice settings
3. Educate general practitioners about the organization and role of counselling services with particular attention to interprofessional communication and the maintenance of patient confidentiality.

## BACKGROUND

Psychiatric morbidity is common among patients visiting their general practitioner (Goldberg and Blackwell, 1970; Shepherd et al., 1981). In one survey an estimated 28% of general practitioner consultations involved patients with psychiatric morbidity and 19% of consulting patients warranted psychiatric treatment (Eastman and McPherson, 1982). Most are managed within general practice and only 5% are referred to psychiatrists (Goldberg and Blackwell, 1970). Although the majority of disorders seen by general practitioners are less severe than those treated by psychiatrists, they pose an enormous burden on the exchequer in terms of drug prescription costs and time lost from work. There is therefore considerable interest in developing appropriate health services for general practice patients with minor psychiatric problems. One response has been to introduce liaison/attachment schemes whereby mental health professionals such as psychiatrists, community psychiatric nurses (CPNs), and clinical psychologists work alongside general practitioners (Robson et al., 1984; Tyrer, 1984; Long and Bourne, 1987; Strathdee, 1987; Mitchell, 1989). A widespread response has been the addition of practice counsellors to the primary health care team (Thomas and Corney, 1992; Sibbald et al., 1993).

The first published accounts of counsellors working in general practice appeared in the late 1970s and early 1980s. Anderson and Hasler (1979) described a counselling attachment begun in 1976. A review of the first 80 patients seen by the counsellor suggested that patients' health status was improved while general practitioner consultation and psychotropic prescribing rates were reduced. Waydenfeld and Waydenfeld (1980) noted similar benefits among 99 patients who had attended a counselling service provided to nine general practices. Patient health was reported to improve while consultations and psychotropic prescriptions were reduced by about a third. In contrast, Martin failed to find any appreciable reduction in consultation rates or psychotropic prescribing among 87 patients attending his practice counsellor (Martin and Mitchell, 1983; Martin and Martin, 1985). The percentage of patients who failed to attend their first appointment was higher for the practice counselling service than for similar services provided elsewhere. However, among patients who did attend, almost all said that counselling had been useful.

The first systematic attempt to survey the nature of counselling services in English general practice was undertaken by McLeod (1988) in the mid-1980s. She was

# Role Of Counsellors In General Practice

**Roslyn Corney, Rachel Jenkins**



## **Role Of Counsellors In General Practice:**

**The Role of Counsellors in General Practice** Bonnie Sibbald, Julia Addington-Hall, Douglas Brennehan, 1996 The Role of Counsellors in General Practice, 1996 **Counselling in General Practice** Roslyn Corney, Rachel Jenkins, 2005-07-25 Many GPs now employ counsellors to help them with the psychological and emotional problems of their patients The contributors to this book have wide experience of counsellor attachments and have been involved in developing and promoting GP counselling on a nation wide scale They explore the counsellor's role in general practice and investigate the issues involved giving practical guidance which will be invaluable to those wishing to set up a counselling service *The Practice of Counselling in Primary Care* Robert Bor, Damian McCann, 1999-07-06 Useful for the insights about introducing a new service into the general practice environment Family Practice Counselling practitioners in primary care settings have unique circumstances to contend with This book offers practical guidance for managing the issues these counsellors face exploring the complex dynamics of health care teams and providing a guide to the safe and effective practice of counselling in primary health care contexts The book highlights potential sources of difficulty for this group from needing to maximize therapeutic contact while using time limited techniques to working with a wide range of patients and problems and relying increasingly on evidence based practice **Counselling Supervision in Context** Michael Carroll, Elizabeth Holloway, 1998-12-28 The book is written in such a way as to challenge and educate through the use of exercises scenarios and activities Something it does rather well A well written practical and informative publication of value to supervisees supervisors and all those involved in counsellor and supervisor training Counselling Psychology Review This book argues that the social context is important for the individual client supervisee and supervisor as is the context in which the work and supervision are done it is a clear well written and enjoyable book containing helpful information for both supervisees and supervisors Transformations The PCSR Journal There is an increasing awareness of the impact of individual factors on therapeutic work both with clients and with their counsellors in supervision but the influence of social contexts on this work has been less clearly articulated This book provides counsellors with practical information about supervising specific types of clients and in specific organizational settings Part One addresses four essential aspects of the individual race gender disability and sexual orientation exploring their influence on the therapeutic relationship and the supervision of trainee and experienced counsellors Part Two assesses the impact of the organizations where counselling takes place how different kinds of settings affect work with clients and thus the work of supervision By highlighting context as a potential source of difficulty for the client the book encourages trainees and supervisors to look beyond the individual and avoid placing the burden of responsibility for problems upon the client *Counselling and Psychotherapy in Primary Health Care* Jan Wiener, Mannie Sher, 1998-11-11 From small beginnings in the 1970s counselling in primary care has now become an established area of practice It is well recognised that a significant proportion of patients in primary health care have psychological difficulties

which are treatable at the coal face before they develop into major problems Mental health services can now reach a wider population more quickly with cost effective therapeutic benefits This text examines the intra and inter personal dynamics of primary care essential for counsellors and psychotherapists working in health centres and considers the advantage of multi disciplinary and multi agency collaboration The progressive approach will be of interest to all who work in primary care They will recognise in it many of their day to day working dilemmas especially in trying to balance the tension between commitment to individual patients and the demands of the wider organisation Case illustrations are used to demonstrate the challenges and teamwork opportunities for both counsellors and doctors who work collaboratively This book is essential reading for counsellors and psychotherapists who work in primary care and for the doctors and health authorities who employ them     Perspectives on the provision of counselling for women in Ireland ,     **The Prevention of Mental Illness**

**in Primary Care** Tony Kendrick,Andre Tylee,Paul Freeling,1996-05-30 Up to a third of patients obtaining primary care services are suffering from psychological problems and the primary health care team deals with the majority In this volume experts from a wide range of mental health care disciplines discuss issues ranging from primary prevention with identification of risk to early identification of problem symptoms and the effective management of long term mental illness With full reference to the current state of research emphasis has been given to practical measures that can be readily utilized in the primary care setting This handbook will serve as an invaluable resource for all those with interests in the protection and conservation of mental health     **Supervising Counsellors** Sue Wheeler,David King,2001-03-09 Supervising

Counsellors is a practical and insightful guide to the responsibilities facing all those involved in supervising practitioners and trainees Drawing together contributions and new research from those at the forefront of supervisory practice this book makes essential reading for both qualified and trainee supervisors Part One defines the supervisor s clinical legal and ethical responsibilities and clearly sets out the law and professional codes relating to supervision Part Two examines issues that arise for supervisors working in different contexts organizations training primary care and some of the wider issues concerning supervision and highlights in particular the expectations of supervisees and the role of supervisors in ensuring that clients are not discriminated against     **Counselling Psychology** Professor Petruska Clarkson,2013-11-12 Counselling

psychology a rapidly expanding mental health discipline is rooted in academic psychology and therefore has unique potential of develop and sustain a powerful model for the integration of research and practice This is the argument of this pioneering book which brings together contributions from many leading counselling psychologists to show how practitioners are already working along these lines and how the model can be developed for the future The aim of the book is to bridge the divide between academic psychology and counselling practice and to encourage professionals to bring ethically aware and culturally sensitive research into the consulting room It provides a secure grounding for trainees and an excellent resource for experience practitioners Counselling Psychology defines and contextualizes the discipline examines its potential for future

development shows how research integrated with supervised practice can be applied in professional settings

**The Management of Counselling and Psychotherapy Agencies** Colin Lago, Duncan Kitchin, 1998-10-13 The authors of this book provide clear guidelines on the many aspects of knowledge skill and management expertise increasingly required by all counselling services Due consideration and detailed advice is given on a broad range of essential issues from setting up a counselling service to customer relations and quality control Topics examined include implications of funding budgeting staffing location and furnishing of premises daily working routines how to ensure a competent professional safe and ethical working practice and the sheer complexities of being a manager of therapists

*Time-Limited Therapy in a General Practice Setting* Glyn Hudson-Allez, 1997-10-15 An excellent book an important source of learning bringing clarity and insight into often isolated areas Counselling in Medical Settings CMS Journal Glyn Hudson Allez s book is very well researched and clearly written time limited therapy is an effective and professional means of offering practical help and the book is highly recommended reading for all counsellors wishing to work in this way Family Practice As general practitioners are increasingly capping provision of counselling sessions time limited therapy skills are becoming ever more important to counsellors working alongside GPs Time limited therapy provides a specific set of skills which enable counsellors to cope successfully with the large number and wide range of referrals they can receive in primary care settings This book covers both difficulties commonly presented in primary care such as anxiety stress bereavement and depression and problems not usually considered appropriate for working within a time limited framework such as eating disorders medical complaints and abuse the author shows that clients with such problems can also be helped effectively Integrating counselling skills with psychological knowledge Glyn Hudson Allez outlines the psychological and physical aspects of each problem and provides concise guidelines with illustrative case studies on how time limited therapy can be used efficiently in each case She also discusses the administration and evaluation of a counselling service within primary care

Clinical Counselling in Primary Care John Lees, 2020-12-15 Clinical Counselling in Primary Care examines the complexities and variety of uses of clinical counselling employed in a medical setting With an estimated 2 in 3 GP surgeries now employing a counsellor or referring patients on a regular basis this book tackles key debates head on It discusses a range of important clinical issues such as therapeutic framework clinical work as part of the greater whole the need to develop suitable therapeutic models Clinical Counselling in Primary Care looks at possible developments in the future and argues for the improvement of the standing of counselling in relation to other primary care professions

**Handbook of Counselling** Gladeana McMahon, Stephen Palmer, 2014-04-23 The Handbook of Counselling provides a comprehensive and up to the minute guide for counsellors and those using counselling skills in other professions The contributors all experienced practitioners explore the major arenas and settings in which counselling is practised as well as the key themes and issues faced by those working in this field This edition of the handbook has been thoroughly revised and updated to reflect the pace of growth and change within counselling

over recent years Six new chapters have been added covering brief and time limited counselling working with adults abused as children trauma and post traumatic stress disorder counsellor client exploitation private practice counselling in voluntary settings Published in association with the British Association for Counselling the Handbook of Counselling provides a definitive source of information and guidance for counsellors both in training and practice **Domestic Violence and Health** Emma Williamson,2000-12-13 This text examines the issue of domestic violence and health and explores how women feel about their encounters with healthcare professionals **A Textbook of General Practice** Patrick White,Ann Wylie,2004-04-30 Aimed at medical students and junior doctors A Textbook of General Practice 2e incorporates the essential information that a student needs to know and understand about general practice and being a general practitioner The learning style of the book is based on experiential and reflective principles in keeping with modern educative theory and practice

*General Practice* Kerry Phelp, Craig Hassed,2011 The aim of the book is to provide a comprehensive General Practice text book which takes a contemporary integrative approach to diagnosis investigation and management of health issues and disease states encountered in the general practice environment The book will cover the philosophy underpinning general practice in the 21st Century and deal with primary and secondary prevention as well as acute and chronic disease management General Practice The Integrative Approach will inform doctors as fully as possible about potential treatment and prevention options as well as potential pitfalls according to the growing evidence base in this area The book is directed at best practice rather than alternative practice The first section of the textbook lays the foundations and principles of Integrative Medicine and the second section examines important medical conditions in a systems based approach Each chapter begins by detailing the allopathic medical and consulting knowledge required of a standard GP text discussing physiology and pharmacological management plans of systems based conditions The chapter then leads into an evidence based discussion of the therapeutic options available for the treatment of associated factors essentially providing practitioners with the knowledge required to adapt their approach to meet the needs of the individual patient A national panel of experts with experience in Chinese medicine herbal medicine nutritional medicine naturopathy and exercise therapy have contributed to their various fields of expertise to incorporate management plans that utilise a variety of therapeutic modalities to achieve the best clinical outcome incorporates evidence based and safe therapies including conventional medical care lifestyle interventions and complementary therapies is directed at best practice rather than alternative practice focuses on prevention and health promotion a symptomatic layout matching the approach of contemporary medical curriculum each therapeutic modality and therapeutics contributor is coded with an icon for easy modality reference a unique chapter covering medico legal issues a ready reference herb drug interaction chart expert authors include Dr Kerry Phelp well known Australian medical practitioner and President of the Australasian Integrative Medicine Association AIMA

**A Textbook of General Practice Second Edition** Patrick White,Ann Wylie,2004-04-30 Aimed at medical students and

junior doctors A Textbook of General Practice 2e incorporates the essential information that a student needs to know and understand about general practice and being a general practitioner The learning style of the book is based on experiential and reflective principles in keeping with modern educative theory and practice It addresses changes in the curriculum and provides guidance on practical skills the theory of providing good medicine and the larger considerations of encouraging life long learning and professional development This is a relatively new approach in line with the GMCs recommendations and the MRCGP exams The new edition builds on the successful formula of the first by thoroughly reviewing and revising all content Self assessment sections have been added to all chapters and a glossary of terms is included at the end of the book Thinking discussion points have been extended and additional student quotes included

### **Handbook of Counselling**

**Psychology** Ray Woolfe, Windy Dryden, Sheelagh Strawbridge, 2003-04-03 Counselling advice services Psychiatry in Primary Care Patricia R. Casey, Richard Byng, 2011-08-04 The majority of psychiatric conditions initially present in a primary care setting the challenge for practitioners is to accurately recognise and diagnose mental illness so that appropriate treatment or referrals can be implemented Psychiatry in Primary Care is a practical accessible volume that supplies the key information general practitioners require to achieve this This significantly revised and updated fourth edition includes 75% new material Combining the expertise of a general practitioner and a practising psychiatrist new chapters focus on the considerations of special populations and the use of psychotherapies including cognitive therapy problem solving and solution focussed therapies An audio CD ROM gives examples of these therapies in operation to aid the practical application of the theory presented Evidence based user friendly and clinical this is essential reading for general practitioners and primary care mental health workers as well as trainees in general practice and psychiatry

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