**CCL Listening Service**

**50 Minute Emotional Support appointments for**:

* Bereavement and Loss
* Difficult Family Relationships
* Work Stress
* Coming to terms with Chronic Illness
* Low-level Anxiety
* Low mood

**Staff Benefits**

* Reduced repeat non-clinical appointments
* Reduced emotional burden on staff

**Patient Benefits**

* Reduced anxiety
* Increased sense of control
* They feel heard, valued and more positive
* Encourages self-care and self-management
* Some prefer talking to taking medication
* Flexible follow up appointments (max 6)
* Appointment availability usually within 2 weeks
* Continuity of listener

**How to Access**

Patients at Danestone can book appointments via Reception with the Volunteer Listener in your Practice.

Alternatively they can self-refer to Aberdeen Health Village on 01224 65 55 55

