

The Listening Service



The Listening Service at the Beatson

Our listening service provides support through active listening. It allows you to talk about yourself and what is happening to you or your loved ones.

You will meet with a trained listener.

They will provide a safe and confidential environment to talk openly about changes in your life, health, wellbeing, values and beliefs.

A listening service is not counselling.

The listener won't give advice or ask questions. They won't judge or interrupt you.

Our listening service gives you time and space to talk about whatever is on your mind. The aim is to help you find your own way forward by realising what strengths and resources you have. We can often help to enable you to cope better with life's challenges and to increase your sense of wellbeing.

Many of us face challenges in our lives which cause us to struggle to find meaning and to ask questions like:

- Why is this happening?
- Why me?
- What have I done to deserve this?
- Is there a point in living?
- How can I cope with this loss?
- How do I carry on?

- Have I brought this on myself?
- I'm not religious but...
- Why do people suffer?
- How can I survive?

We try not to give you specific answers, but we instead take seriously the questions you are asking to help you find your own answers.

This service may also help with guiding you to other help you may not have known about.

“Telling someone about what’s happening to me, telling my stories, helps me to make sense of my experiences: to have some one listen to me is wonderful.”

Some comments from those who have used the service

“I have just realised what I need to do - I have never thought about that before.”

“Sometimes, when I heard myself saying things out loud, I could answer my own question.” “Saying that made me hear and see my own story differently.”

Referrals to the Listening Service

Healthcare staff can make a referral for you, or you can refer yourself.

A trained member of the team will meet you on a one-to-one basis. Each session lasts up to 50 minutes, but we will be guided by your own needs.

You and your listener will decide together the number of sessions, and how often you need them.

Some people find one or two sessions are enough. Sessions will happen here in the Beatson.

As mentioned before, active listening is not counselling. If you or the listener feel specific counselling is needed, a relevant referral can be made to the appropriate service. The listener may also, in discussion with you, suggest other agencies that may be of help.

This listening service is completely person-centred, without any agenda apart from that of the person using the service. We are bound by NHS Scotland policies on confidentiality and professional conduct. This means we could only share relevant information with NHS colleagues involved in your care, and then only after discussing this with you.

This listening service is just one of the ways the department's staff can help in offering caring, non-judging help, particularly in difficult, even overwhelming times.

Contact us for an appointment at
 **0141 211 3026** Monday – Friday.



www.patientopinion.org.uk

Leaflet written by
Rev. Russell Jones Feb 2019

Leaflet reviewed by
M. Newnham April 2021

QA Approved H. Reid April 2021