Guide for young people

Welcome to Gateway Psychology!

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Hello!

You will soon be coming to visit us at Gateway. This guide has been designed to help answer some questions you might have.

If you have any other questions or worries before you come to see us, either you or your parent/carer are welcome to contact us before our sessions begin.

We look forward to meeting you soon!

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What is Gateway Psychology?!

Gateway Psychology is a psychology service that helps children, young people and their families.

Those of us who work here are called psychologists or therapists. We can help you with difficult feelings, thoughts and behaviours. We also help your parents/carers to find the best way to support you.

Our building looks like this. When you visit us, you'll come through this door

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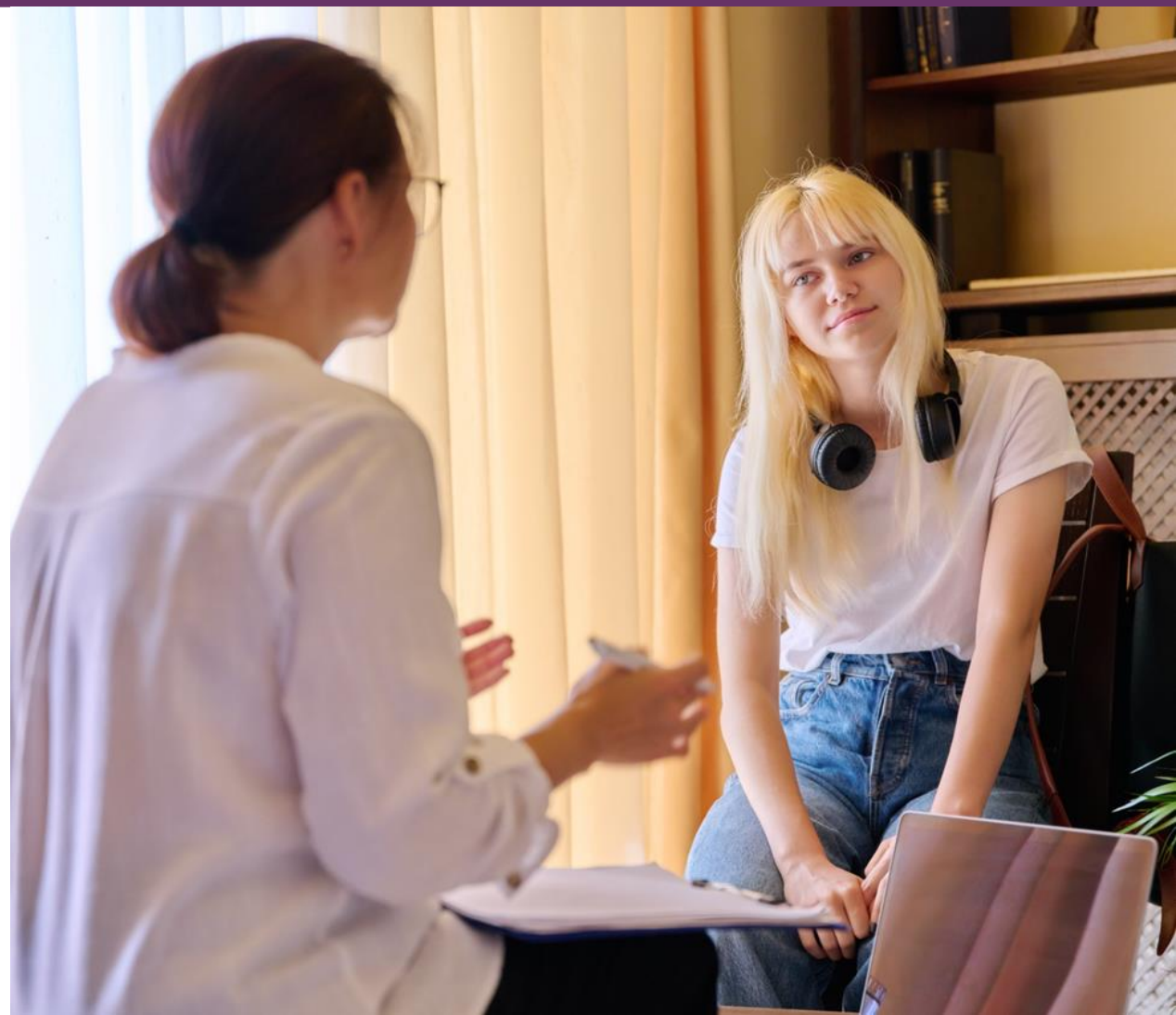
What will it be like when I come to see you?

Before you come and meet us, we will usually speak to your parents or carers first. Together, we will think about the best way to help you before we start to try and change things for you.

We would also love to hear what you think about the idea of us seeing you. You might have some thoughts about what you would like us to try and help with as well.



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What is your building like?

We've designed our office to be a safe space for children, young people and their families. When we say ' office', we don't mean a space filled with desks and computers!

We have lots of different therapy rooms, which are all comfortable, colourful and confidential – that means no one will be able to overhear what you say to your therapist during your sessions.

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What will we do in the sessions?

The main aim of the sessions with your therapist is to help with the problem – whatever that may be! You might meet with your therapist on your own. Other times, your therapist might meet with you and your family/carers too.

During your session, you and your therapist will talk a bit. You might also do worksheets, questionnaires and creative activities too.

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Are my sessions confidential?

We try to make your sessions a comfortable space where you feel like you can tell us anything. We understand that you might want to say things to us that you feel you can't tell your parents/carers or others.

Some sessions might be with you and your parents or carers. Of course, that means that they will be in the room with you and your therapist.

Other times, we might see you on your own. If we see you on your own, we usually provide brief feedback to your parents or carers about what we spoke about.

We'll always discuss this with you first to make sure that you're comfortable with what we share with them. The only time when we might not do this is if we're worried about your safety.

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How long will my appointments be?

Most of the time, your parent or carer will bring you to see us at our office in Stoke-on-Trent.

We will usually see you (and sometimes your parent/carer as well) for about 1 hour.

We might also see you by Zoom or Teams. We call this a ‘virtual session.’

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How often will I see my therapist?

It really depends on how long it takes for us to help with the problem!

Every person we see is different and your therapist will talk to you about what to expect when your sessions begin. It could even change once you've been seeing your therapist for a while.

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What should I do if I'm unhappy about something Gateway has done?

If something has happened or if you're really unhappy with us, tell the person you trust most about the problem.

That could be a family member, your carers, a teacher, social worker or a friend. It would be great if you both feel you could tell your therapist about what has happened.

We promise that we will take it seriously. We will try to work out a way to make it better.

If you don't feel like you can talk to us about it, you could contact one of the organisations over the page.

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Other companies that can help

Health and Care Professions Council
Park House, 184 Kennington Park Road, London, SE11 4BU
Tel: 0845 300 6184
Web: hcpc-uk.org

Children's Commissioner for England
Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT
Tel: 0800 528 0731
Web: childrenscommissioner.gov.uk

Other enquiries

For all other organisations (including local services), please contact the Children's Services department at your Local Authority.

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Our contact information

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https://www.gateway-psychology.co.uk

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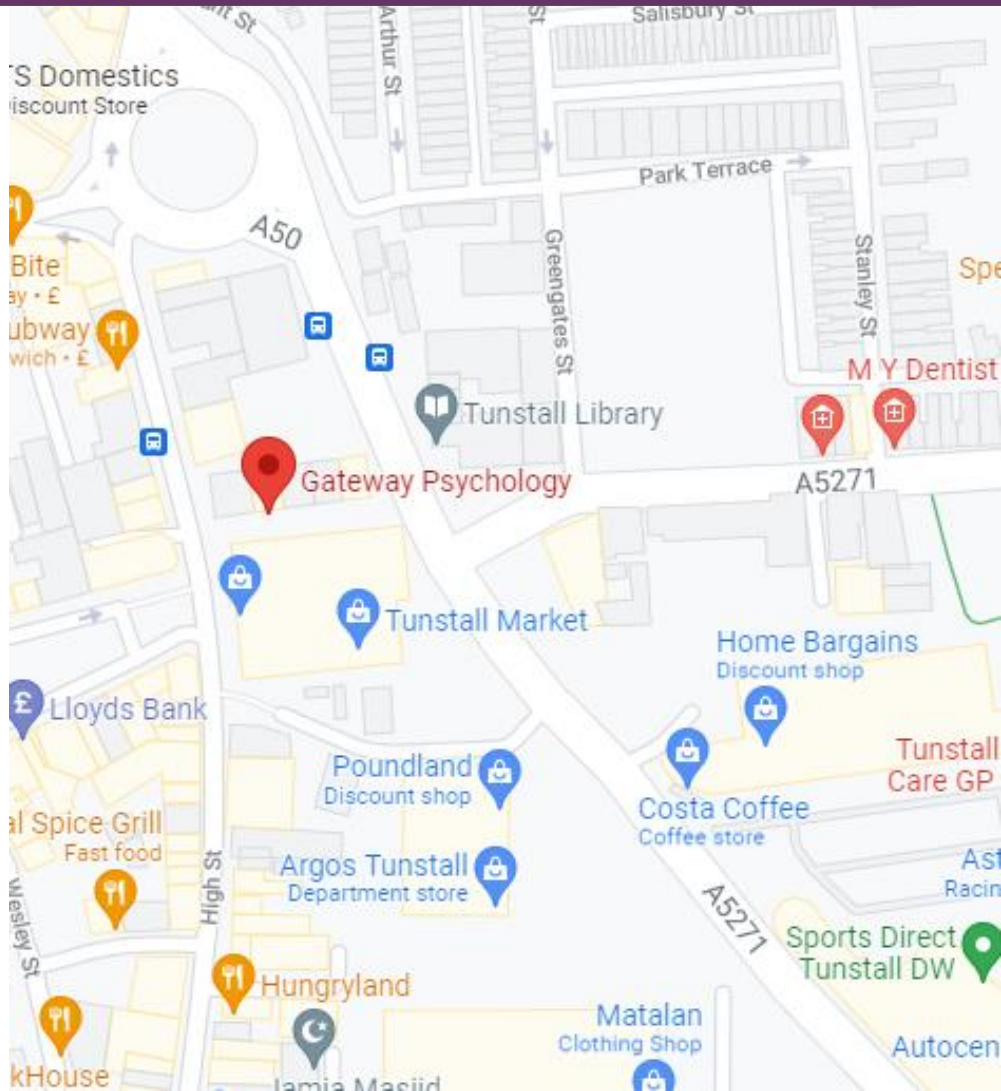

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