



your story. **your** time. **your** wellbeing.

Resource 2:

CCL Scotland - Getting Started Checklist



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- Identify and approach an appropriate local General Practice, explaining the service and the research findings from CCL2, giving them a copy of the Executive Summary.
- Make sure that referring GPs (and other Health Professionals involved) understand the difference between spiritual listening and other listening services, such as counselling or psychotherapy. (Refer to enclosed - 'What is Spiritual Listening?')
- Explain what a CCL Chaplain would offer – 50 minute sessions to each patient, and that the listening would be completely person centred, without agenda apart from that of the patient.
- Decide how many patients could be seen weekly. In a session it is usual to see three patients, although some Chaplains work two sessions rather than one.
- Work out with the practice how referrals and appointments would be made. The onus is usually left with the patient to follow up the doctor's recommendation, making an appointment through the computerised system with the receptionist.
- Discuss with the Practice Manager or Senior Receptionist how they will keep a close watch on the number of appointments being made and keep the GPs informed. This would mean for instance telling the GPs that appointments were available, or telling them to hold back from referring if a waiting list was developing.
- Discuss with GPs what communication there will be between themselves and the Chaplain once the service is up and running, and what kind of feedback will be given.
- It is important that the Chaplain spends some time getting to know the GPs and their work, perhaps attending one of their staff meetings for instance, having a lunch break with them or shadowing one of them for a session, as trust between the GP and Chaplain is vital if they are to make referrals with confidence.
- Identify a settled space within the building that can be made available to the Chaplain each week. Some have found it advantageous not to use an empty surgery but another room if there is one, so that the atmosphere is different.
- Familiarise the Practice Administrators with the PROM Questionnaire so that you and they will know what you will be asking the patients to fill in and how to collect the data required.
- Think about how you plan to promote and market the service, and how the GP will introduce the Chaplain and the service as they recommend it to their patients.

The preparation work needs to be done thoroughly if the service is to be successful.