

## Notes

Use the space below to write down any questions you might have or to make notes.

## Further information and help

Please contact:

Your GP Surgery

or

T.K. Shadakshari

Department of Spiritual Care

Western Isles Hospital, MacAulay Road

Stornoway, Isle of Lewis, HS1 2AF

Tel. 01851 704704 ext. 2408

Email: tk.shadakshari@nhs.scot

## We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at - [www.careopinion.org.uk](http://www.careopinion.org.uk) or 0800 122 31 35
- tel. 01851 708069 or 07814 071868 Monday-Friday between 9am-5.30pm.

Version: 4                      Review Date: November 2022  
Produced by: Dept. of Spiritual Care, Western Isles Hospital

### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

© NHS Western Isles, 2014, 2016, 2018, 2020. All rights reserved.



Bòrd SSN nan Eilean Siar  
NHS Western Isles

## Community Chaplaincy Listening (CCL) Service



**Do you need to talk?**

**We have time to listen.**

Your Story. Your Time. Your Wellbeing.

## Introduction

The NHS Western Isles' Department of Spiritual Care offers a **Community Chaplaincy Listening** (CCL) service for those living and working within the Western Isles.

We recognise how important good listening can be for the health and wellbeing of individuals.

At times of concern, anxiety and fear are a normal part of life, yet these things often make us feel physically unwell.

However medical treatment may not always be necessary. Instead, many of us may find it helpful to have someone who will just listen.

## About the Community Chaplaincy Listening service

The CCL service is not a counselling service, instead it offers a trained CCL listener.

Our trained CCL listeners will be able to help you:

- tell your story.
- understand your own feelings.
- provide a safe space to explore a way forward for your own sense of health and wellbeing.

**Please be assured that your confidentiality will be respected at all times.**

## Would I benefit from the service?

Anyone experiencing any of the following may benefit from the CCL service:

- pain and illness
- being a carer
- bereavement and loss
- family concerns
- stress and anxiety
- redundancy or change of circumstance
- change and uncertainty
- end of life changes.

Your GP, nurse or other healthcare professional may also suggest the CCL service as something that may help you.

## Where is the service held?

Appointments with a trained CCL listener can be offered within your local GP surgery, clinic or hospital.

Appointments can also be arranged to be held at a mutually convenient location.

## How long do appointments last?

Each appointment lasts approximately 50 minutes.

## How do I make an appointment?

If you would like to be offered a CCL service appointment, please ask your GP, nurse or other healthcare professional about arranging an appointment.

Alternatively please contact your GP Surgery and ask for an appointment with the CCL service.

## Feedback

In order to help us improve the CCL service, you may be asked your views, and what you thought of the service.

This will be in the form of a confidential questionnaire at the end of your use of the service.

However, you do not have to take part in the questionnaire if you do not wish to.