

Buckinghamshire
Health & Social
Care Academy



NHS
Buckinghamshire
Talking Therapies



Faith and Community Mental Health Project

End of Project Report

August 2026

Buckinghamshire Health and Social Care Academy (BHSCA)
NHS Bucks Talking Therapies (BTT)
Wycombe Islamic Society (WISE)

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Background and scope

The WISE Faith and Mental Health Community Project is delivered as part of the BHSCA Volunteer Faculty workstream 3: [Promotion of positive mental health and wellbeing – Developing collaborative partnerships with Local Faith Groups and mental health professionals](#). The project meets the workstream objective to empower faith communities to deliver more effective and 'regulated' services in partnership with healthcare professionals. Resources for the project have been provided by BHSCA from the workstream 3 budget sponsored by NHS England.

A project plan started development in May 2023 and finalised in a Project Initiation Document in July 2024 outlining how the project would be delivered as a partnership between WISE, Buckinghamshire Health & Social Care Academy (BHSCA) and NHS Buckinghamshire Talking Therapies (Buckinghamshire IAPT service).

The project was divided into two main phases and areas of work:

- Project A – engagement, training and awareness raising with the High Wycombe Muslim community.
- Project B – delivering a regulated service in partnership with healthcare professionals.

Objectives

When designing the project the following objectives were agreed:

1. Assess the needs and preferences for mental health provision from the congregation in High Wycombe
2. Increase awareness of mental health in the High Wycombe Muslim Community through tailored education and training for community members and mosque staff.
3. Improve awareness of and signposting to local mental health provision, in partnership with NHS Buckinghamshire Talking Therapies.
4. Provide a faith-based counselling service for those with assessed lower-level needs alongside a co-located NHS Buckinghamshire Talking Therapies (BTT) clinic one day per week.
5. Understand the perceptions, experience, and outcomes of those accessing support for their mental health through NHS provision and faith-based provision by researching the engagement with both offers.

Deliverables

- Google survey with High Wycombe congregation to assess needs and preferences for mental health provision
- Community education and awareness raising events, delivered in partnership with Inspired Minds
- A quality assured, 1:1 faith-based counselling service offered online and in person from the HIVE in High Wycombe, with the following co-designed outputs agreed by the steering group:
 - Counselling policy document
 - Counselling referral form
 - Counsellor agreement
- A community-based BTT clinic at the HIVE
- A co-designed joint feedback form for both the counselling and talking therapies clinic
- Quarterly reporting on agreed indicators (see data collection and methods)

Evaluation

Data collection and methods

Qualitative and quantitative measures were agreed to be recorded by WISE project manager and shared with steering group.

Project A – Engagement, training and awareness raising

- Google survey with congregation to assess needs and preferences for mental health provision (Appendix 1)
- Number of seminars and training sessions
- Number of people attending
- Feedback from participants

Project B – Counselling WISE (reported quarterly)

- Number of referrals
- Number of assessments
- Number of people in counselling
- Number of people who completed counselling that period
- Number of people who dropped out from counselling
- Number of DNAs
- Number of sessions delivered
- Number of people on wait list for counselling
- Number of people signposted to other support

- Routine Evaluation (Core 10; GAD-7 and/or PHQ-9 assessment tools) used to measure common presentations of psychological distress, designed to be used for screening as well as to track progress
- A service feedback form completed by clients on the completion of counselling to get feedback on how they experienced the service and how it can be improved in Google Forms format.

Timeline of evaluation activities

Completed

- May 2023 – Google survey with High Wycombe congregation
- October 2024 – counselling service and BTT clinic launch
- January 2025 – Q1 project report as per funding agreement (includes counselling data covering Oct 24 – Dec 24)
- April 2025 – Q2 report (covering Jan 25 – Mar 25)
- July 2025 – Q3 report (covering Apr 25 – June 25)
- October/November 2025 – June 2026 – Q4 report (covering July 25 – Sep 25)
- October/November 2025 – June 2026 – collation and analysis of feedback forms and all quarterly reports (covering Oct 24 – Sep 25)

Future evaluation activities

- From January 2026 – semi-structured interviews with project steering group members
- From January – focus group with community members and WISE wellness committee.
- 2026 – preparation of research outputs
- 2026 – execute dissemination plan

Shared governance

A Project Initiation Document (PID) was agreed to establish the overall project, and a subsequent Memorandum of Understanding outlined the agreement between WISE and BHSCA to deliver a counselling service in partnership with BHSCA and NHS Buckinghamshire Talking Therapies (BTT).

A steering group with membership from WISE, BHSCA and BTT met regularly to progress the project with informal communication between steering groups to ensure smooth delivery and adjustments as needed.

Roles and responsibilities across the project were defined in the PID, as follows:

Role	Name	Responsibilities
Project Sponsor	Korinne Leney, BHSCA: Head of Volunteering & Community Partnerships	• Ensures timely payment of project funds to WISE in line with agreed finance schedule • Approves total budget, project start and end, and any significant changes • Organises steering group meetings and administration • Reports on progress to BHSCA operational board
Project Owner	Amjad Iqbal, WISE trustee	• Manages funds and ensures all providers are paid • Risk owner; project sits within organisation's liability insurance • Responsible for delivering against project objectives
Project Manager	Meena Pervez, WISE: Project manager, Counselling lead	• Manages project activities and ensures quality of deliverables, including design of counselling service • Manages project issues and risks through a risk register and escalates when needed • Responsible for providing communications to promote the project • Monitors progress and reports on performance measures quarterly to steering group • Adheres to budget; reports on spend to steering group quarterly

Steering Group	Meena Pervez, WISE: Project manager, Counselling lead; Amjad Iqbal, WISE trustee Korinne Leney, BHSCA: Head of Volunteering & Community Partnerships Partha Ghosh, NHS Buckinghamshire Talking Therapies: Senior Locality Lead South and Equality, Diversity & Inclusion Lead; Maaham Husian, Step 2 Team Lead & Cognitive Behavioural Therapist; Amina Sadiq, Psychological Wellbeing Practitioner.	• Attends steering group meetings quarterly • Provides insight into the project and directs the plan and scope • Agrees project objectives and deliverables • Agrees performance measures and evaluation method • Serves as the link with their respective team/organisation, providing updates and making introductions to colleagues when relevant • Assists with project review and progress monitoring • Invites student mental health nurses to join meetings when on placement as part of their learning
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Project co-design, co-production and delivery

The project was developed, co-designed and delivered over a period of two and a half years. Project design and delivery is summarised below and highlights the extensive partnership building, co-design and co-production that took place between BHSCA, WISE and BTT.

January 2023	WISE mental health project proposal shared with Volunteer Faculty as part of multi-faith and mental health workstream as possible pilot project to support programme objective to empower faith communities to deliver more effective and 'regulated' services in partnership with healthcare professionals. Engagement with workstream steering group and mental health colleagues about delivery of the proposal in partnership.
May 2023	Google survey with High Wycombe congregation to assess the needs and preferences for mental health provision.
May 2023	Scoping collaboration with mental health directorate colleagues at Oxford Health Foundation Trust, identifying Buckinghamshire Talking Therapies (at this time branded as Healthy Minds) to deliver a partnership project that will help understand the perceptions, experience and outcomes of those accessing support for their mental health through NHS provision and faith-based provision by assessing the engagement with both offers.
July 2023 – July 2024	Co-design of project plan starts, scoping timescales, budgets, roles and responsibilities, key objectives, and evaluation and assessment tools and methods. Final Project Initiation Document agreed July 2024 with timescales for launching WISE counselling and BTT community clinic.
November 2023 – July 2024	Start delivery of community education and awareness raising events, some delivered by Inspired Minds charity, and one co-delivered with BTT (see community education and awareness raising section below).
February 2024 – July 2024	Collaboration on WISE counselling policy document (Appendix 5) and service design, with final version agreed July 2024.

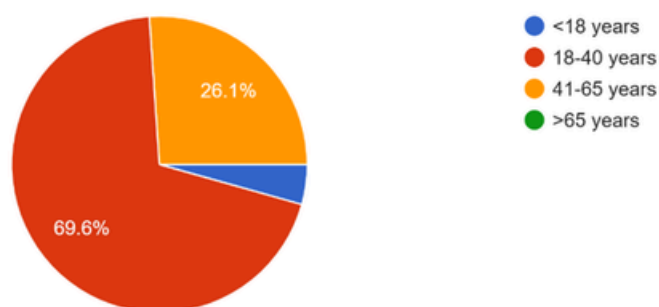
July – November 2024	Co-production of a joint feedback form for both WISE counselling and BTT community clinic (Appendix 4).
October 2024	WISE counselling service opens referrals. BTT community clinic opens.
January 2025	Q1 project reporting and review by steering group (includes counselling data covering Oct 24 – Dec 24)
April 2025	Q2 project reporting and review by steering group (covering Jan 25 – Mar 25)
July 2025	Q3 project reporting and review by steering group (covering Apr 25 – June 25)
October/November 2025 – July 2026	Q4 project reporting (covering July 25 – Sept 25)

Community education and awareness raising

As part of the initial development of the project, a Google survey was completed with the WISE congregation to assess the needs and preferences for mental health provision (see Appendix X for survey questions).

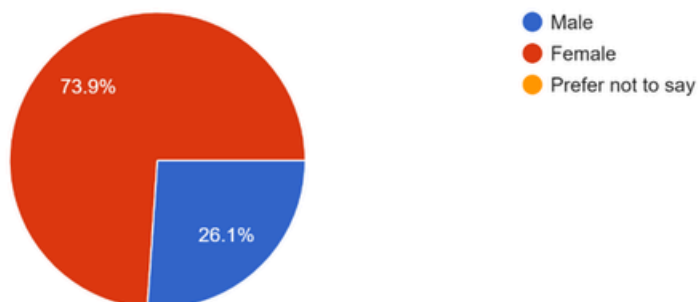
This was a survey (see Appendix 1) WISE shared with the community in January 2023 and received 23 responses which are summarised below (we have omitted the responses for questions 4, 17 and 18 as the information given was sensitive):

1. What is your age bracket?
23 responses



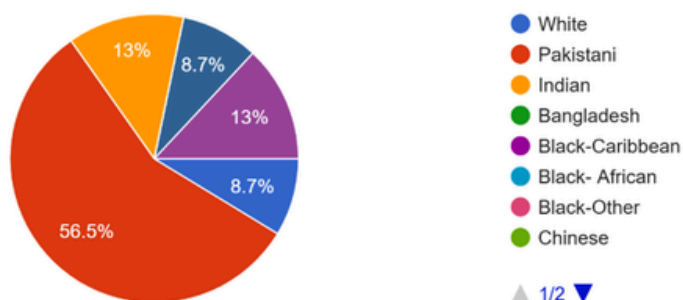
2. What is your sex?

23 responses



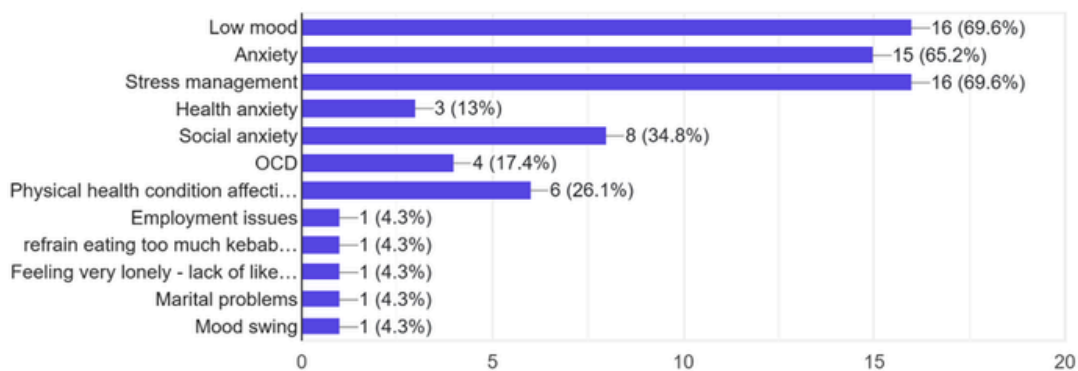
3. How would you describe your race or ethnicity

23 responses



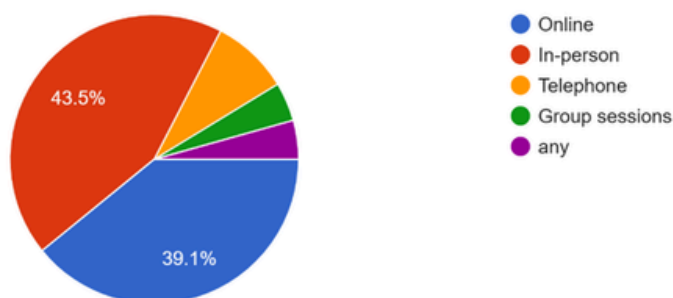
5. What do you need help with?

23 responses



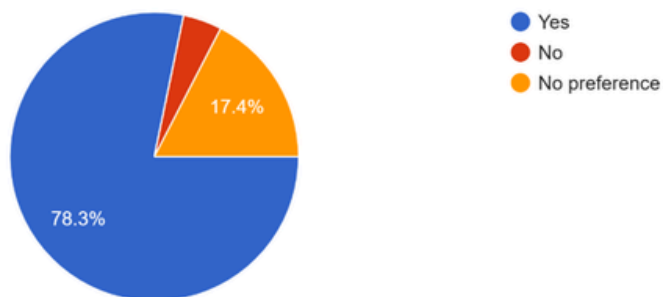
6. For an initial assessment appointment how would you like to access the service?

23 responses



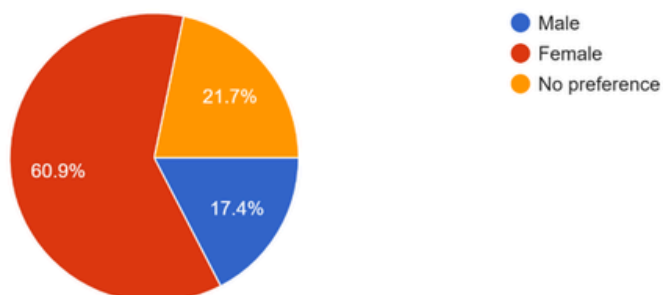
7. Would you prefer a Muslim therapist/practitioner?

23 responses



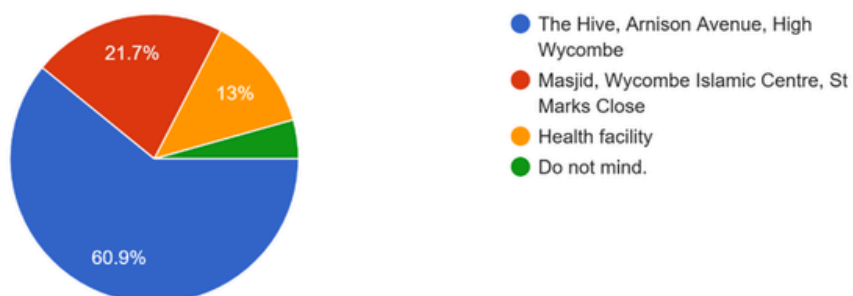
8. Do you prefer to see a male or female?

23 responses



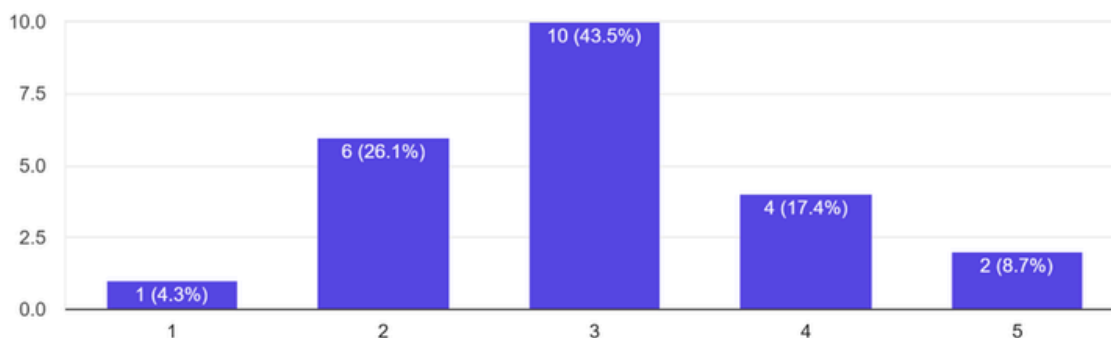
9. If there is an option to have your sessions in person do you prefer any of the following locations?

23 responses



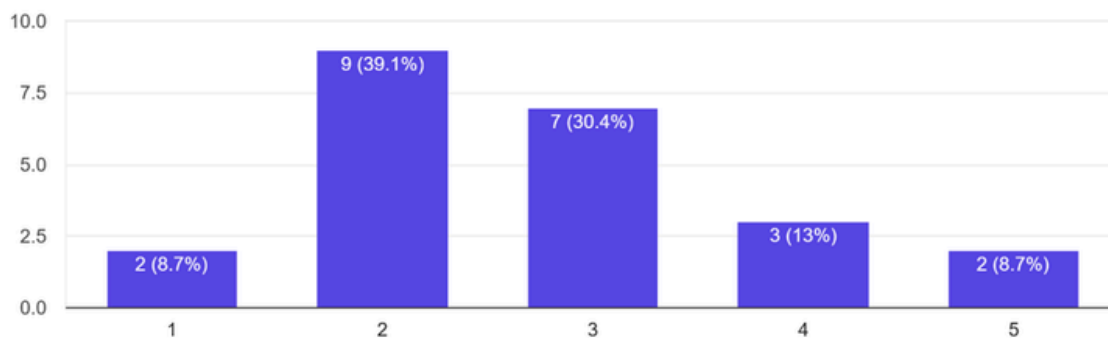
10. I've been feeling optimistic about the future*?

23 responses



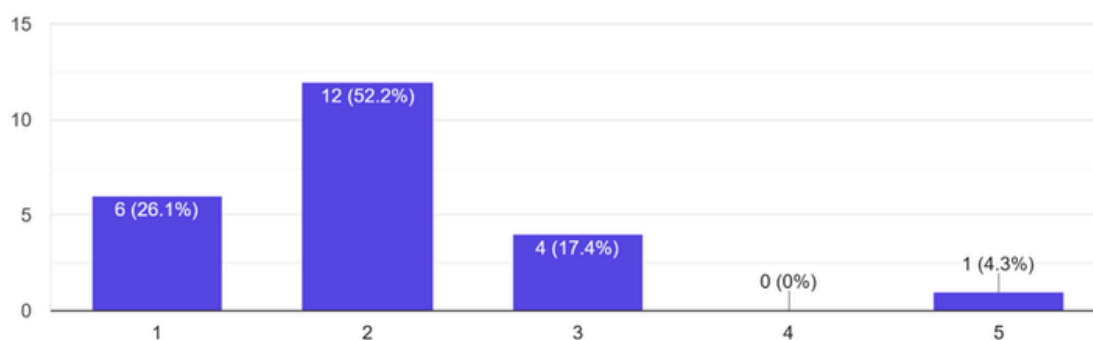
11. I've been feeling useful*?

23 responses



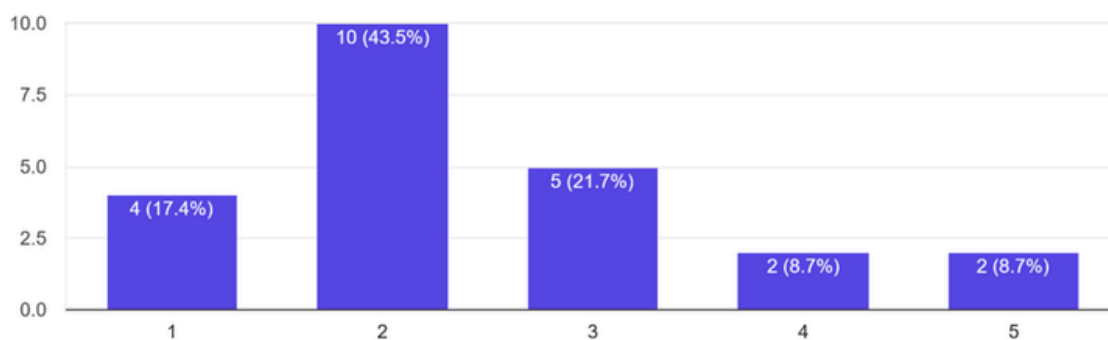
12. I've been feeling relaxed*?

23 responses



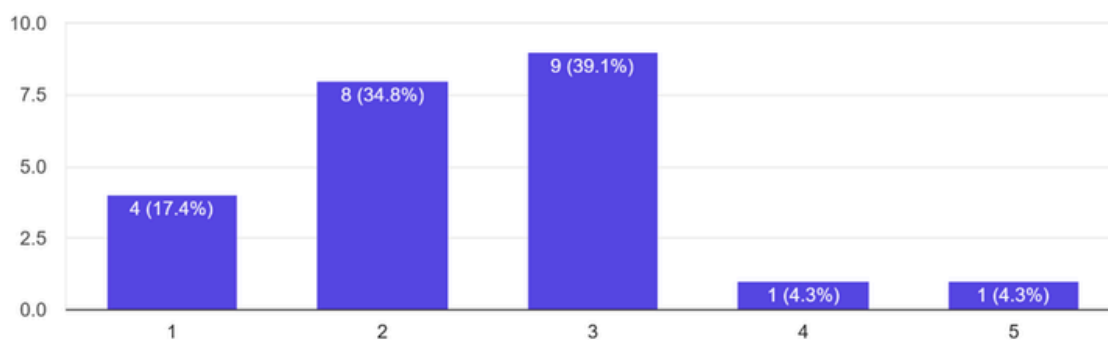
13. I've been dealing with problems well*?

23 responses



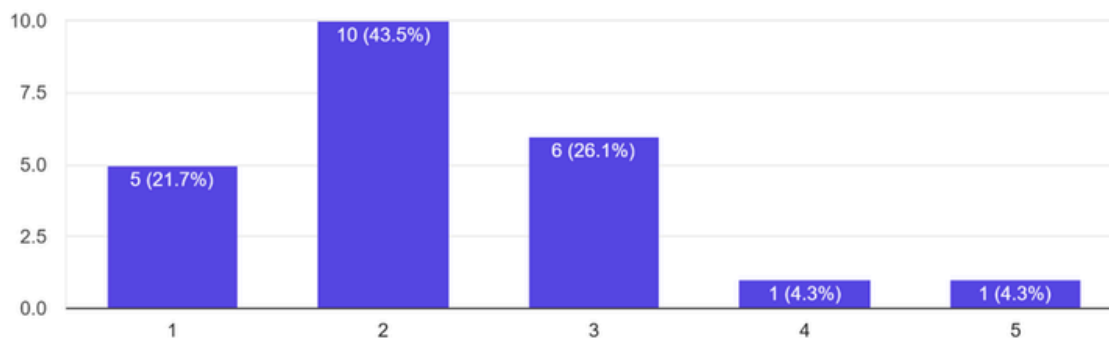
14. I've been thinking clearly*?

23 responses



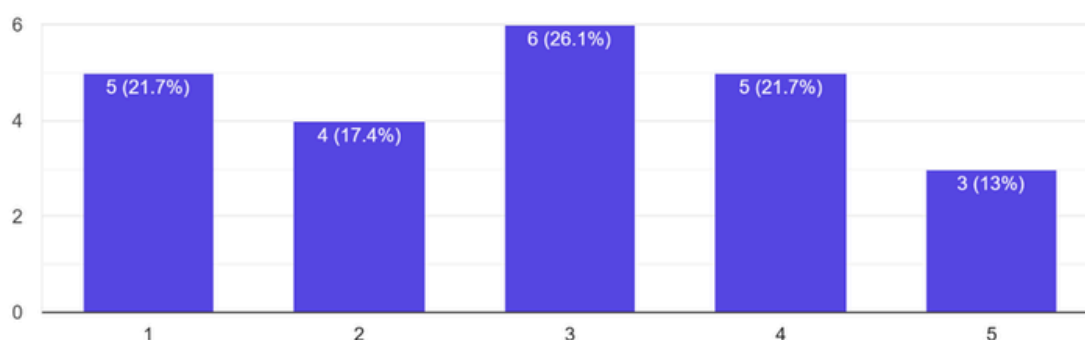
15. I've been feeling close to other people*?

23 responses



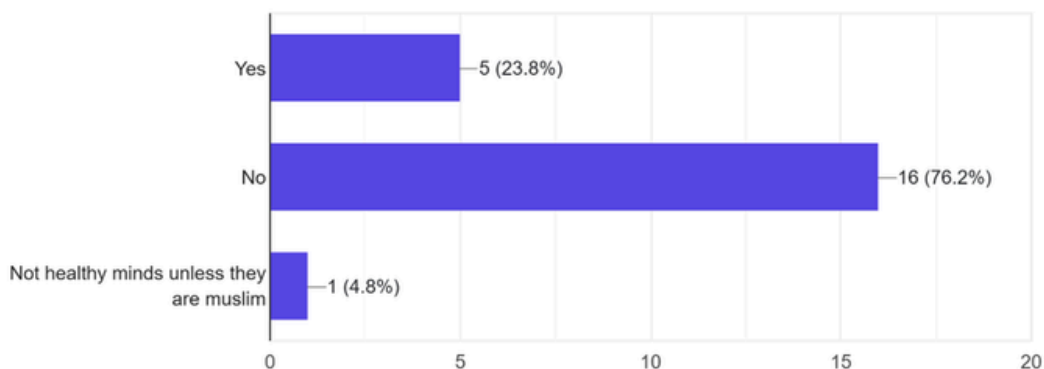
16. I've been able to make up my own mind about things*?

23 responses



19. Would you like to be referred to a service like Healthy Minds run by the local NHS trust? (Healthy Minds provide services such as group sessions, 1 to ...gnitive behavioural therapy - online or in person.)

21 responses



As part of the first phase of the project (Project A) engagement, training and awareness raising sessions were delivered in the community. These included:

- Introduction to Islam and Mental Health, delivered by Inspired Minds and BTT (November 2023)
- Stress and self-care, delivered by Inspired Minds (March 2024)
- Navigating family relationships, delivered by Inspired Minds (June 2024)
- Understanding trauma, delivered by Inspired Minds (July 2024)

These sessions were seen as an introduction to mental health for much of the community and opened conversations about counselling and BTT clinics that were in development. Mental health professionals were invited to attend these sessions, and one of the sessions was co-delivered with BTT (see Appendix 3). The sessions were well attended overall, with 112 community members attending. Feedback from the community was positive, expressing the initiative was much needed in the community.

As part of Project B, when the counselling service and BTT community clinic were accepting referrals, information about accessing both the WISE counselling service and BTT community clinics were shared with the community via the WISE wellness webpage, at the HIVE community centre, at Friday prayers at WISE mosque, through a congregation WhatsApp group, and with other faith settings in High Wycombe. The promotional posters can be found in Appendix 7.

WISE counselling service

Governance and service design

To deliver a quality assured, 1:1 faith-based counselling service offered online and in person from the HIVE in High Wycombe, the following co-designed outputs agreed by the steering group between the start of the project and the launch of the counselling service in October 2024.

- Counsellor agreement (see Appendix 4)
- Counselling policy document (see Appendix 5)
- Counselling referral form (Google form)
- A co-designed joint feedback form for both the counselling and talking therapies clinic (see Appendix 3)

Quantitative outcomes – 12-month pilot period

Total number of referrals	67
Total number of assessments	54
Total number of people in counselling	50
Total number of people who completed counselling that period	38
Total number of people who dropped out from counselling	12
Total number of DNAs	20
Total number of sessions delivered	290
Number of people on wait list for counselling each quarter	0

Qualitative outcomes

Routine Evaluation (Core 10; GAD-7 and/or PHQ-9 assessment tools) used to measure common presentations of psychological distress, designed to be used for screening as well as to track progress.

The table below shows the PHQ-9 and GAD-7 scores for the 50 clients who entered counselling, conducted both at assessment and discharge, with the changes in both scores.

- Clients who Completed Counselling

- Clients who Dropped Out

Client	PHQ-9 Assessment	PHQ-9 Discharge	Change in PHQ-9	GAD-7 Assessment	GAD-7 Discharge	Change in GAD-7
1	19	N/A	N/A	12	N/A	N/A
2	23	N/A	N/A	10	N/A	N/A
3	12	11	-1	14	11	-3
4	18	15	-3	17	14	-3
5	11	9	-2	14	11	-3
6	14	13	-1	15	12	-3
7	16	7	-9	7	6	-1
8	16	9	-7	18	9	-9
9	6	6	0	5	4	-1
10	17	4	-13	10	1	-9
11	12	17	5	10	12	2
12	6	2	-4	4	5	1
13	20	17	-3	18	18	0
14	14	N/A	N/A	15	N/A	N/A
15	20	12	-8	15	10	-5

16	8	5	-3	10	6	-4
17	19	N/A	N/A	19	N/A	N/A
18	10	7	-3	16	7	-9
19	5	0	-5	5	4	-1
20	7	3	-4	7	3	-4
21	18	13	-5	17	11	-6
22	13	10	-3	16	9	-7
23	12	N/A	N/A	10	N/A	N/A
24	8	3	-5	13	6	-7
25	17	15	-2	17	11	-6
26	12	13	1	20	14	-6
27	10	9	-1	15	5	-10
28	6	N/A	N/A	3	N/A	N/A
29	20	15	-5	17	11	-6
30	24	N/A	N/A	12	N/A	N/A
31	9	4	-5	10	4	-6
32	13	12	-1	7	9	2
33	14	5	-9	17	3	-14
34	4	4	0	7	4	-3
35	12	6	-6	19	8	-11
36	23	4	-19	17	9	-8
37	17	N/A	N/A	11	N/A	N/A
38	13	6	-7	7	3	-4
39	17	10	-7	19	8	-11
40	14	12	-2	14	15	1
41	6	N/A	N/A	11	N/A	N/A

42	16	6	-10	18	5	-13
43	0	1	1	8	1	-7
44	17	N/A	N/A	21	N/A	N/A
45	22	N/A	N/A	14	N/A	N/A
46	10	N/A	N/A	5	N/A	N/A
47	6	4	-2	4	4	0
48	11	7	-4	15	9	-6
49	18	17	-1	14	13	-1
50	8	3	-5	10	5	-5

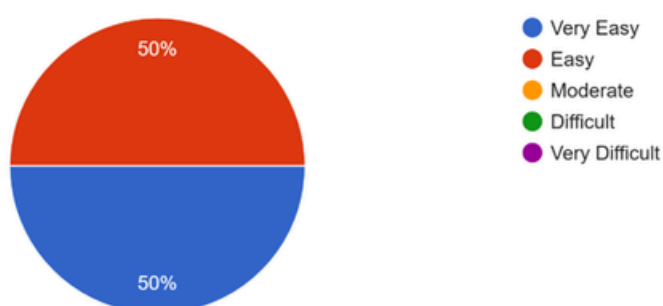
A service feedback form completed by clients on the completion of counselling to get feedback on how they experienced the service and how it can be improved in Google Forms format.

Out of the 38 clients that completed counselling, we were only able to get responses from 2 clients, despite numerous attempts to remind them, the response rate was low at 5%

Below are the summary of the responses (please check them against the feedback form questions listed in Appendix 4):

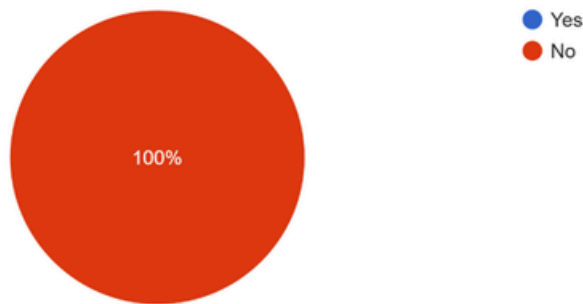
1. How easy or difficult was it to access the service?

2 responses



2. Do you think you would have accessed the service anyway, if it was not available through WISE or at The Hive?

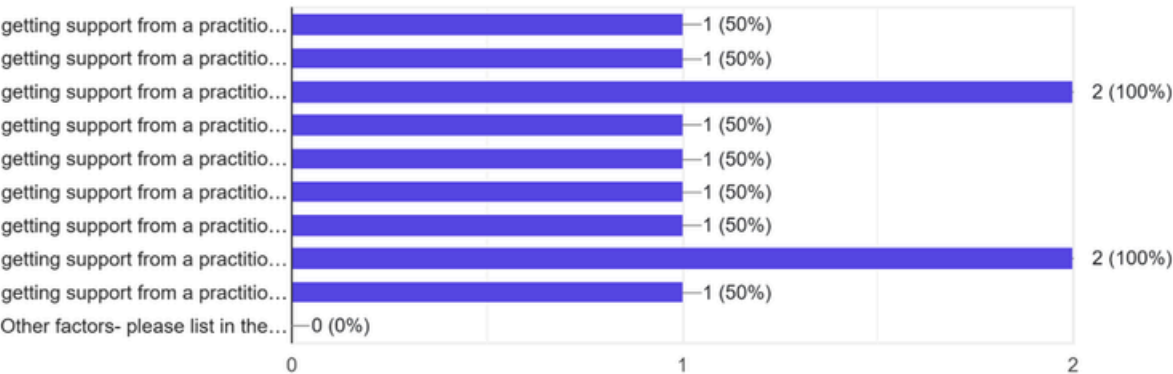
2 responses



- Additional comments within Question 2 from one response: “Yes as it is a free faith based service”.

3. Which of the following factors helped you choose the service?

2 responses



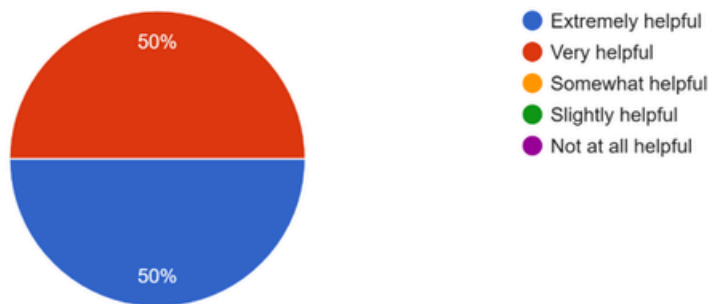
4. Please use the space below to describe any barriers that made it difficult for you to access the service and suggest anything that could have improved your experience.

2 responses received:

- “Quicker and ongoing continuous response and service”
- “None”

5. How much did the location of the service help with your experience?

2 responses



6. How much did the cultural / faith background of the practitioner help your experience?

2 responses



7. How much did the gender of the practitioner have an impact on your experience?

2 responses



8. Were your concerns listened to and treated seriously throughout your experience?

2 responses



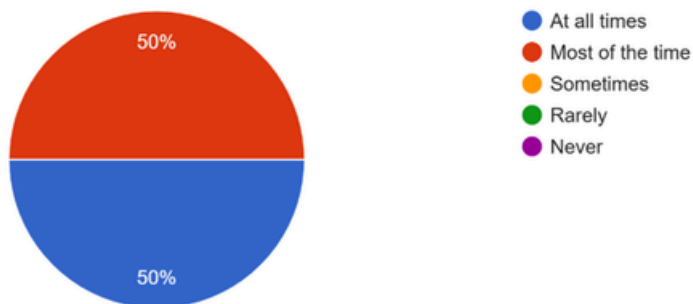
9. Did you feel involved in making choices about the support you received?

2 responses



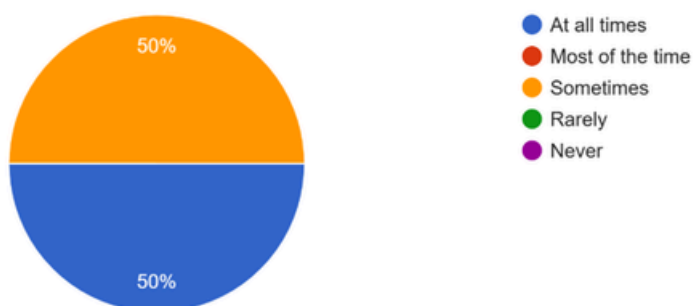
10. Did you have confidence in your practitioner and his / her skills and techniques?

2 responses



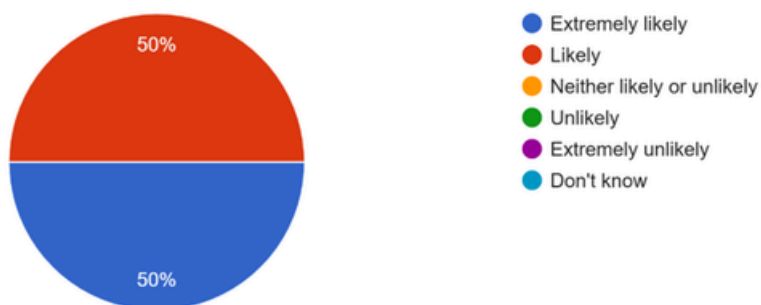
11. Do you feel that the service has helped you to better understand and address your difficulties?

2 responses



12. How likely are you to recommend this service to friends and family?

2 responses



13. Please can you tell us the main reason for the answer you gave in question 12?

2 responses received:

- "I understood and took on board the recommendation"
- "No"

BTT community clinics

Promotional posters shared within the community outlined a separate referral pathway into BTT, to access the community clinic at the HIVE.

Total number of referrals	3
Total number of assessments	3
Total number entering treatment	2

Of the 3 assessments completed, 1 individual was interested in accessing the community clinic, however due to their specific requirements for the appointment timings, this could not be accommodated by the treating clinician.

Outcomes based on PHQ-9 and GAD-7

The PHQ-9 and GAD-7 were used to monitor symptoms at assessment and discharge for individuals accessing the BTT community clinic, a summary for which is below. Of the 2 clients entering treatment, 1 was able to complete treatment. The scores for this client are summarised below.

Client	PHQ-9 Assessment	PHQ-9 Discharge	Change in PHQ-9	GAD-7 Assessment	GAD-7 Discharge	Change in GAD-7
1	19	22	+3	18	19	+1
2	23	12*	-11	21	12*	-9

*Client 2 was no longer able to attend session at the HIVE on the day they were offered, and were therefore required to be re-allocated. These scores are from their 3rd session at the HIVE, before reallocation.

Feedback

Below is the summary of the responses received from the 2 clients.

1. How difficult or easy was it to access the service?

- Very easy 0
- Easy 2
- Moderate 0
- Difficult 0
- Very Difficult 0



2. Do you think you would have accessed this service anyway, if it was not available at the HIVE?

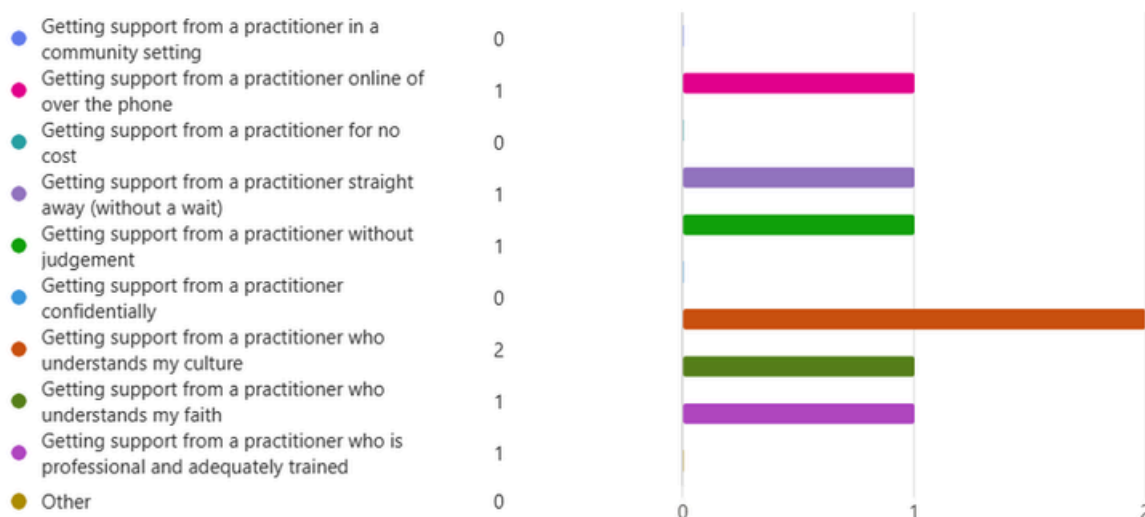
● Yes 1
● No 1



3. Please tell us any comments or reason related to your answer for question 2.

- "I would have procrastinated"
- "On my first visitsit to Hive I had a shortage of breath, I walked a lot on that day. It was not easy for me to continue but they gave me an online service which was good."

4. What factors helped you choose this service? (please tick all that apply)



5. Please use the space below to describe any barriers that made it difficult for you to access the service and suggest anything that could have improved your experience.

2 responses received:

- "Timings in Ramadan were a bit early."
- "It was online and I have no direct access to the practitioner so I have to wait till the other appointment. It should be better if we had an email access."

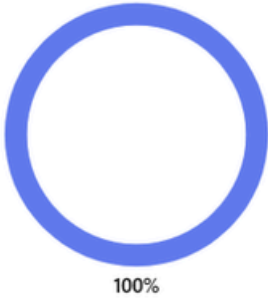
6. How much did the location of the service help with your experience?

Extremely helpful	1
Very helpful	0
Somewhat helpful	0
Slightly helpful	0
Not at all helpful	1



7. How much did the cultural / faith background of the practitioner help your experience?

Extremely helpful	2
Very helpful	0
Somewhat helpful	0
Slightly helpful	0
Not at all helpful	0



8. How much did the gender of the practitioner have an impact on your experience?

Extremely helpful	1
Very helpful	1
Somewhat helpful	0
Slightly helpful	0
Not at all helpful	0



9. Were your concerns listened to and treated seriously throughout your experience?

At all times	1
Most of the time	1
Sometimes	0
Rarely	0
Never	0



10. Did you feel involved in making choices about the support you received?

At all times	1
Most of the time	0
Sometimes	1
Rarely	0
Never	0



11. Did you have confidence in your practitioner and his/her skills?

At all times	1
Most of the time	1
Sometimes	0
Rarely	0
Never	0



12. Do you feel that the service has helped you to better understand your difficulties

At all times	0
Most of the time	2
Sometimes	0
Rarely	0
Never	0



13. How likely are you to recommend this service to friends and family?

Extremely likely	1
Likely	1
Neither likely nor unlikely	0
Unlikely	0
Extremely unlikely	0
Don't know	0



14. Please can you tell us about the main reason for the answer you gave in question 12?

2 responses received:

- I was reluctant at first to go to the Hive in case people recognised me and I didn't want them to know I'm getting help. I liked the fact that I could switch from in person to on the phone. However I prefer video calls as a I can make notes easier. Amina was really good, understood my issues and was helpful. It would be better to deliver workshops first then sign people up based on the attendance.
- This service helped me with a few of these things but not all because sometimes I need help but I have no access to talk.

Challenges and lessons learned

Time and Capacity for Co-Design

- Genuine co-design—particularly when developing new service delivery models and co-producing assessment tools—requires significant time, reflection, and capacity across all partners. Project timescales need to account for this from the outset.

Assessment Capacity and Budgeting

- The original budget did not include sufficient capacity for completing the required assessments following counselling referrals. Underspend was reallocated to enable the counselling lead to complete these assessments. Future projects should incorporate assessment workload into initial resource planning.

Referral Patterns and Service Demand

- Referrals to the counselling service were inconsistent, peaking after WhatsApp group promotions and declining during summer and holiday periods. This variability created challenges in completing assessments promptly. Demand forecasting and flexible staffing should be considered in future planning.

Cross-Service Referral Aspirations

- Original plans to enable referrals between WISE counselling and the BTT community clinic were not achieved. Instead, signposting was implemented, but follow-up was difficult without shared contact details. Future models should include clear data-sharing agreements and consent processes to support continuity of care.

Communication and Contact Pathways

- A need was identified for a dedicated contact email for the BTT community clinic at the HIVE to separate it from the established BTT referral pathway. Early establishment of distinct communication channels is recommended for clarity and efficiency.

Engagement with BTT Community Clinic

- Engagement remained low despite initial efforts, and lower BTT clinic promotion was observed. A revised approach was agreed to offer in-person appointments at the HIVE for those accessing BTT support via the usual referral pathway, aiming to improve data collection and understanding of engagement levels. Future projects should build in flexibility to adapt engagement strategies based on real-time feedback.

Appendices

Appendix 1 – Google survey with congregation to assess needs and preferences for mental health provision

WISE Mind Health Survey

WISE recognise the need that we have for good physical, spiritual, and mental health. We are conducting this survey to understand the challenges that our local Muslim community are facing with mental health. You can help us by taking part in this survey. We hope to use the anonymised survey results to develop culturally and faith appropriate services to support people with mental health concerns.

1. What is your age bracket?

<18 years/18–40 years/41–65 years/>65 years

2. What is your sex?

Male/Female/Prefer not to say

3. How would you describe your race or ethnicity

White/Pakistani/Indian/Bangladesh/Black-Caribbean/Black- African/Black-Other/Chinese/Asian-Other/Arab/Other

4. Please describe (in your own words) what you would like help with

5. What do you need help with?*

Low mood/Anxiety/Stress management/Health anxiety/Social anxiety/OCD/Physical health condition affecting mood/Employment issues/Other:

6. For an initial assessment appointment how would you like to access the service?*

Online/In-person/Telephone/Other:

7. Would you prefer a Muslim therapist/practitioner?

8. Do you prefer to see a male or female?

9. If there is an option to have your sessions in person do you prefer any of the following locations?

The Hive, Arnison Avenue, High Wycombe/Masjid, Wycombe Islamic Centre, St Marks Close/Health facility/Other:

Below are some statements about feelings and thoughts. Please select the score that best describes your experience of each statement over the last two weeks.

10. I've been feeling optimistic about the future*?

None of the time/1/2/3/4/5/All of the time

11. I've been feeling useful*?

None of the time/1/2/3/4/5/All of the time

12. I've been feeling relaxed*?

None of the time/1/2/3/4/5/All of the time

13. I've been dealing with problems well*?

None of the time/1/2/3/4/5/All of the time

14. I've been thinking clearly*?

None of the time/1/2/3/4/5/All of the time

15. I've been feeling close to other people*?

None of the time/1/2/3/4/5/All of the time

16. I've been able to make up my own mind about things*?

None of the time/1/2/3/4/5/All of the time

17. Please share any additional ideas, comments or concerns that you may have here

18. If you would like to be referred or be contacted for support, please provide your name, and contact details

**19. Would you like to be referred to a service like Healthy Minds run by the local NHS trust?
(Healthy Minds provide services such as group sessions, 1 to 1 talking therapy or cognitive behavioural therapy – online or in person.)**

Yes/No/Other:

GAD-7 Anxiety

Over the last two weeks, how often have you been bothered by the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid, as if something awful might happen	0	1	2	3

Column totals _____ + _____ + _____ + _____ =

Total score _____

If you checked any problems, how difficult have they made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult

Extremely difficult

☐
☐
☐
☐

Source: Primary Care Evaluation of Mental Disorders Patient Health Questionnaire (PRIME-MD-PHQ). The PHQ was developed by Drs. Robert L. Spitzer, Janet B.W. Williams, Kurt Kroenke, and colleagues. For research information, contact Dr. Spitzer at ris8@columbia.edu. PRIME-MD® is a trademark of Pfizer Inc. Copyright© 1999 Pfizer Inc. All rights reserved. Reproduced with permission

Scoring GAD-7 Anxiety Severity

This is calculated by assigning scores of 0, 1, 2, and 3 to the response categories, respectively, of "not at all," "several days," "more than half the days," and "nearly every day." GAD-7 total score for the seven items ranges from 0 to 21.

0–4: minimal anxiety

5–9: mild anxiety

10–14: moderate anxiety

15–21: severe anxiety

PATIENT HEALTH QUESTIONNAIRE-9 (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following problems?
(Use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

FOR OFFICE CODING 0 + _____ + _____ + _____
=Total Score: _____

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all ☐	Somewhat difficult ☐	Very difficult ☐	Extremely difficult ☐
--	--	--	---



Buckinghamshire
Health & Social
Care Academy



Buckinghamshire
Talking Therapies

WISE WELLNESS invites you to

Islam & Mental Health

by

Farhana Maleque

from Inspired Minds

(A Muslim faith based, mental health charity)

Also an Introduction to Bucks Talking Therapies (NHS)

When

Saturday 18th November
2 to 4pm (1:30pm arrivals)

Where

The Hive
1-2 Arnison Avenue
HP13 6DD

For

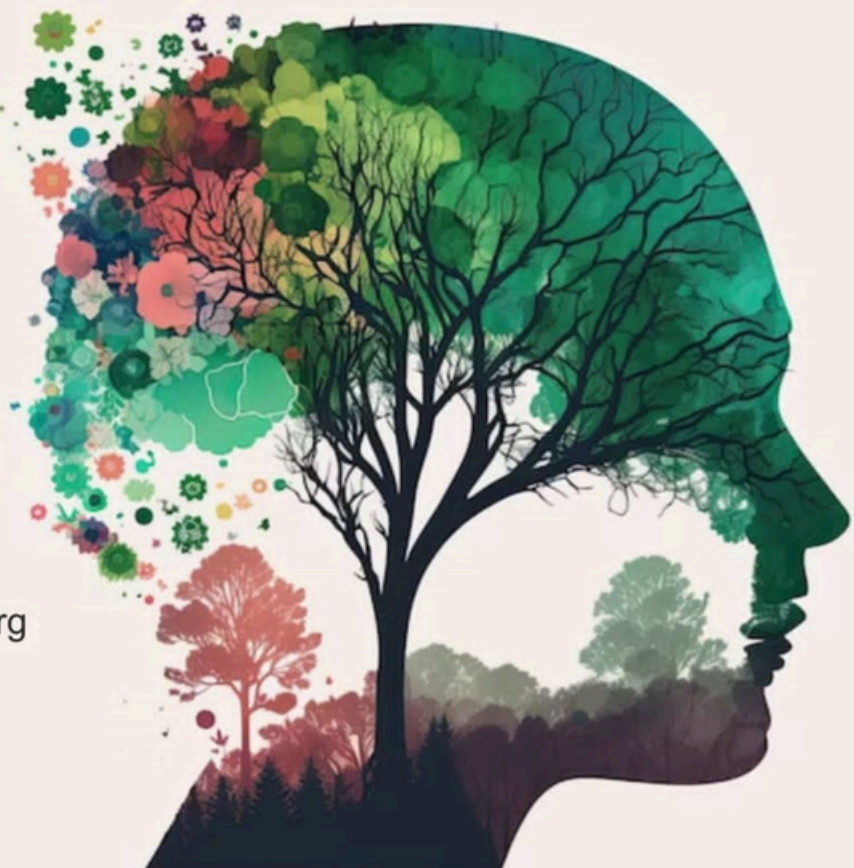
Men and Women welcome
regardless of faith

Contact

wisewellness@wise-web.org



Please scan if
you would like
to register



Appendix 4 – Single feedback form completed by clients at end of WISE counselling and end of BTT intervention

Feedback questionnaire

Please help us to improve our service by answering some questions about your experience. We are interested in your honest opinions, whether they are positive or negative. Your responses will be kept anonymous and will be used to help us improve how services are delivered in the community.

Please answer all the questions. We also welcome your comments and suggestions. Please check ☐ or tick ☒ your answers. Please mark one answer per question.

Accessing the service

1. How difficult or easy was it to access the service?

Very easy Easy Moderate Difficult Very difficult

☐ ☐ ☐ ☐ ☐

2. Do you think you would have accessed these services anyway, if they were not available at the HIVE / through WISE?

Yes ☐ No ☐

Comments:

3. What factors helped you choose this service? (tick all that apply)

- ☐ getting support from a practitioner in a community setting
- ☐ getting support from a practitioner online or over the phone
- ☐ getting support from a practitioner for no cost
- ☐ getting support from a practitioner straight away (without a wait)
- ☐ getting support from a practitioner without judgement
- ☐ getting support from a practitioner confidentially
- ☐ getting support from a practitioner who understands my culture
- ☐ getting support from a practitioner who understands my faith
- ☐ getting support from a practitioner who is professional and adequately trained
- ☐ other factors:

4. Please use the space below to describe any barriers that made it difficult for you to access the service and suggest anything that could have improved your experience.

Your experience of the service

5. How much did the location of the service help with your experience?

<i>Extremely helpful</i>	<i>Very helpful</i>	<i>Somewhat helpful</i>	<i>Slightly helpful</i>	<i>Not at all helpful</i>
☐	☐	☐	☐	☐

6. How much did the cultural / faith background of the practitioner help your experience?

<i>Extremely helpful</i>	<i>Very helpful</i>	<i>Somewhat helpful</i>	<i>Slightly helpful</i>	<i>Not at all helpful</i>
☐	☐	☐	☐	☐

7. How much did the gender of the practitioner have an impact on your experience?

<i>Extremely helpful</i>	<i>Very helpful</i>	<i>Somewhat helpful</i>	<i>Slightly helpful</i>	<i>Not at all helpful</i>
☐	☐	☐	☐	☐

8. Were your concerns listened to and treated seriously throughout your experience?

<i>At all times</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
☐	☐	☐	☐	☐

9. Did you feel involved in making choices about the support you received?

<i>At all times</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
☐	☐	☐	☐	☐

10. Did you have confidence in your practitioner and his / her skills and techniques?

<i>At all times</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
☐	☐	☐	☐	☐

11. Do you feel that the service has helped you to better understand and address your difficulties?

<i>At all times</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
☐	☐	☐	☐	☐

12. How likely are you to recommend this service to friends and family?

Extremely likely ☐

Likely ☐

Neither likely nor unlikely ☐

Unlikely ☐

Extremely unlikely ☐

Don't know ☐

13. Please can you tell us the main reason for the answer you gave in question 12?

Appendix 5 – WISE Counsellor Agreement

Counsellor Agreement

This agreement is a description of the arrangement between us, WISE Wellness Counselling Service (WWCS) and you (the counsellor) in relation to your counselling work which you will provide on a self-employed basis.



The agreement is for one year from the date as signed below and may be extended by mutual agreement if the service continues beyond the initial year. Either party may terminate the agreement with 2 weeks notice.

WWCS is initially a one-year project, through the WISE Wellness project a service provided by WISE charity (UK reg. no. 1001136), funded by Buckinghamshire Health and Social Care Academy (BHSCA) to provide free faith-based counselling to improve mental wellbeing for Muslim adults aged 18 years and above who are experiencing low to moderate level mental health concerns and reside in the High Wycombe area.

WISE Wellness Counselling Service (WWCS)

- 1.To provide an induction on the work of WISE Wellness and your counselling role to assist you in meeting the responsibilities of your role. To outline to you the appropriate standards of our services and to support you to achieve and maintain them as part of your counselling work. To inform you of any changes to the procedural or reporting requirements for your role.
- 2.To allocate clients to you based on the availability you provide to us, as and when they arise after they have been triaged and assessed by the clinical lead. There is no guarantee of minimum number of clients allocated.
- 3.To make you a remuneration of £[redacted] per attended client session and £[redacted] per unattended (DNA) session or cancelled session, when a session is cancelled with less than one hour's notice. Payment will be made by bank transfer on receipt of an invoice from you on a monthly basis. No other expenses will be reimbursed.
- 4.To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you work with us. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures and policy of WISE Charity

The Counsellor

- 1.To have current membership of one of the following professional membership bodies: BACP, UKCP or NCPS, or their equivalent and to keep membership up to date and take responsibility for fulfilling membership requirements.
- 2.To have professional indemnity insurance, registration with the Information Commissioner's Office (ICO) and take responsibility for completing Self-Assessment tax returns for any remunerated work.
- 3.To provide us with a copy of a recent DBS certificate or agree to have a DBS check.

- 4.To maintain the confidential information of the service and of its clients as per BACP Guidelines, GDPR 2018 and other relevant legislation.
- 5.To respond to clients within 5 days to arrange first session (if not already arranged) and maintain communication for subsequent session.
- 6.To familiarise yourself with the client's Initial Assessment, done by the clinical lead, prior to contacting the client.
- 7.To provide a maximum of six sessions of short-term counselling for each client either face to face, by video call or telephone.
- 8.To request an extension for a further 3 sessions from the clinical lead where this is appropriate.
- 9.To maintain up to date client session notes and client logs on the WISE Wellness Counselling Shared Drive. Ensuring each session is recorded as attended, not attended or cancelled.
- 10.To complete PHQ-9 and GAD-7 with each client at regular intervals and on the final session.
- 11.To complete a feedback questionnaire with the client on the final session.
- 12.To inform the clinical lead of lack of response from clients to agree next steps and whether to close a case.
- 13.To keep case closures and outcomes updated.
- 14.To follow all safeguarding and suicidal risk monitoring procedures outlined during induction.
- 15.To arrange supervision sessions, with your private supervisor on a regular basis and attend monthly group supervision sessions provided by the clinical lead at a mutually agreed time.
- 16.To not offer any of your private practice services to WISE Wellness clients whilst those clients are on the caseload of the counselling service provision. Any subsequent private provision can be discussed, and an agreement reached at the discretion of clinical lead.

Name: (Clinical Lead) (on behalf of WWCS)
Signature:
Date:

Counsellor Name:
Professional Membership/Body Number:
Signature:
Date:

Please provide a copy of Professional Indemnity Insurance certificate, proof of registration with ICO and a copy of recent DBS certificate with this agreement.

Appendix 6 – WISE Counselling policy document

FAITH-INFORMED WISE WELLNESS COUNSELLING SERVICE (WWCS).

OPERATIONAL POLICY AND PROCEDURES- Draft Version 0.3 (28/04/2024).



Summary

This document defines and describes the provisions of the WISE Wellness Counselling Service (WWCS) through the WISE Wellness project a service provided by WISE charity (UK reg. no. 1001136). WWCS is initially a one-year project funded by Buckinghamshire Health and Social Care Academy (BHSCA) to provide free faith-based counselling to improve mental wellbeing for Muslim adults aged 18 years and above who are experiencing low to moderate level mental health concerns and reside in the High Wycombe area.

1. Purpose of Policy

To define and describe the provisions and practices of the WISE Wellness Counselling Service as part of the WISE Wellness project.

2. Responsibilities

2.1. A WISE Trustee, currently [name redacted], has overall responsibility on behalf of WISE to ensure that WWCS is being run in-line with its requirements and goals, to maintain good lines of communication with BHSCA, and to affirm this policy is fit for purpose and disseminated to all stakeholders.

2.2. The Clinical Lead of WWCS, currently [name redacted], has overall responsibility for the counselling service provided through WISE Wellness, and for overseeing the client caseload for each member of the counselling team and for the day to day running of the counselling service, ensuring that counselling protocols are properly followed and providing professional guidance when required.

2.3. The WISE Wellness Project Manager, currently [name redacted], will work with the Clinical Lead to develop, coordinate and resource the counselling service in line with the project's requirements and goals (as outlined in the PID document), forming good collaborative partnerships and networks, towards better support of those people in the WISE local community who would like counselling support for their mental wellbeing.

2.4. Counsellors (self-employed and contracted by WISE charity to provide their services to WWCS) each take personal responsibility for their own work and for fulfilling the requirements of this policy and all other WISE policies relevant to their work: Safeguarding policy, Code of Conduct, Disciplinary Procedure, Complaints Policy.

3. Policy Statement

3.1. We will provide free faith-based counselling to those Muslim adults (aged 18 and above) who reside in High Wycombe and self-refer or are signposted by healthcare professionals.

3.2. We will provide counselling to those adults who wish to improve their mental wellbeing and find strategies to help them cope with any mild to moderate mental or emotional distress they are experiencing.

3.3. The counselling provision will only be offered following the careful triaging and assessment of referrals by the Clinical Lead.

4. Policy Detail

4.1. WISE Wellness Counselling Service Key roles are:

- Clinical Lead, starting with [name redacted]
- WISE Wellness Project Manager, starting with [name redacted]
- Qualified Counsellors (self-employed) having relevant professional qualifications and registered with the British Association of Counselling and Psychotherapy (BACP), UKCP, NCPS or another recognised, approved and national professional body.

4.2. Who we accept counselling referrals from:

- Muslim adults aged 18 years or above, seeking counselling for themselves, and complete a self-referral form.
- All adults accessing the counselling service should reside within the High Wycombe area, including surrounding villages such as Hazlemere, Marlow Bottom, Great Missenden, Amersham; If client load is low, then the service will be offered within a wider area in Bucks.
- Any apparent exceptions to these criteria will be considered by the Project Manager and Clinical Lead and brought to the attention of the WISE Wellness Steering Committee. If approved, these referrals will be deemed an appropriate referral, otherwise, they will be signposted to a different provision.
- Any referrals made on behalf of the individual will not be accepted, although an individual can be assisted by another person in making the referral if they have difficulty in accessing the referral form.

4.3. How we process those counselling referrals:

- The counselling team, overseen by the Clinical Lead, operate a triage system for referrals.
- Referrals not meeting the criteria would be deemed unsuitable. In each case, we will signpost external provisions. Unsuitable referrals would be:
 - Individuals under the age of 18.
 - Adults outside the area of High Wycombe
 - Referrals made on an individual's behalf.
 - Adults who would find it difficult to engage in the counselling process due to substance misuse, complex psychological or mental health needs, or learning difficulties.
 - Adults not considered suitable for the counselling service after the individual assessment.
- Once the referral has been received, the individual will be contacted within 48 hours to acknowledge receipt.
- Referrals deemed suitable will be individually assessed, triaged and allocated to a counsellor. The counselling provisions available are:
 - Up to a maximum of six one-to-one counselling sessions, face to face or online.
- The client's case information will be initially assessed within 7 days of the receipt of their referral.
- The client will be offered their first counselling session within 2-4 weeks of the initial assessment.
- If at any time, our capacity is limited, appropriate referrals will be placed on a waiting list until capacity is restored. Those on the waiting list will also be given alternative options of external support.

- No support will proceed without the expressed consent of the client. This will be in the form of our WISE Wellness Counselling Agreement, which must be completed and signed by the client. The client will be made aware that clinical information may be passed onto other HCPs if warranted for their clinical condition, and that anonymised data may be provided to BHSCA or the NHS/University students for research purposes.

4.4. How we manage those referrals accepted:

- 4.4.1. An Initial Assessment will be completed for each client. PHQ-9 and GAD-7 assessment tools will also be completed during the initial assessment for all clients and at the point of discharge.
- 4.4.2. Following the initial assessment, if the client is suitable for counselling, they will be allocated a counsellor based on client and counsellor availability.
- 4.4.3. The counsellor will provide the client up to 6 sessions of counselling either face to face (at The Hive premises), by video call or telephone.
- 4.4.4. Where appropriate, if there is a clinical need for more than 6 sessions, a request will be made by the counsellor to the Clinical Lead, and up to 3 further sessions will be provided to the client.
- 4.4.5. The client will be discharged from the WISE Wellness Counselling Service on completion of the agreed number of sessions, or earlier at the request of the client.

5. Safeguarding

5.1. All counsellors and staff at WWCS have a duty to safeguard and promote the welfare of at risk adults in accordance with the relevant legislation.

- 5.1.1. All counsellors will be provided the WISE Safeguarding policy, and they will ensure they are familiar with the responsibilities and procedures for safeguarding per the policy.

5.2. If counsellors and staff have any safeguarding concerns, the following steps will be taken by the staff member:

- 5.2.1. They will obtain brief details about what has happened and assess if it presents a safeguarding risk or incident .
- 5.2.2. They will seek consent from the at risk adult to take action and to report the concern. If the staff member has a legitimate concern and decides to act against the wishes of the client or without their consent, they must record their decision and the reasons for this.
- 5.2.3. If someone is at immediate risk of harm/in need of urgent medical attention, the staff member must take immediate action by dialling 999 for emergency services.

5.3. Any safeguarding concerns must be reported to the Clinical Lead who will report them to the Designated Safeguarding Officer.

5.4. The information should be recorded on a safeguarding form as soon as possible. Forms should be completed clearly and accurately, providing all the facts of any statements and disclosures, dated and signed. This information must be stored confidentially.

5.5. Monitoring Suicidal Risk

- 5.5.1. If the client expresses suicidal ideation the counsellor will carry out a risk assessment and encourage the client to inform their GP.
- 5.5.2. In the case where the client does not wish to inform their GP, the counsellor will speak to the Clinical Lead to decide the appropriate steps. The Clinical Lead will take safeguarding procedures into concern when making a decision.

- 5.5.3. If the client is actively suicidal and at immediate risk, the counsellor must take immediate action by dialling 999 for emergency services.

6. Professional protocols and working practices

6.1. Recruitment

- 6.1.1. All counsellors are recruited on a self-employed basis by WISE charity to provide their services to WWCS.
- 6.1.2. On appointment, all counsellors are given an appropriate induction and will be supported for their role.
- 6.1.3. All counsellors will have qualifications, experience and skills relevant to the role.
- 6.1.4. All counsellors will have DBS checks and appropriate checks of references and training / qualification status prior to their appointment.
- 6.1.5. All counsellors will be members of a relevant professional body (BACP, UKCP or NCPS) and responsible for maintaining the requirements of their membership.
- 6.1.6. All counsellors will be responsible for having their own indemnity insurance, registration with the Information Commissioner's Office (ICO) and completing Self-Assessment tax returns.
- 6.1.7. All counsellors will receive monthly group supervision from the Clinical Lead, which they are required to attend.

6.2. Equality and Diversity

The WISE Wellness Counselling Service commits to the provision of a service that is fair and meets the holistic needs of all individuals who meet the referral criteria.

6.3. Working Week

The counselling provision will normally operate on weekdays, by appointment between the client and counsellor. Where appropriate, weekend provision may be agreed between an individual counsellor and client.

6.4. Service Information

Information about the WISE Wellness Counselling Service will be made available through the WISE Wellness website pages and through its media and social networking communications. Leaflets and posters will also be on display at Wycombe Islamic Centre and The Hive as well as other targeted locations, eg, GP surgeries and Bucks Talking Therapies offices. Additionally, information about the counselling provision will be shared with other agreed relevant bodies within High Wycombe.

6.5. Client consent and Client Contracts

All clients will be made aware of the counselling provision and limitations of confidentiality, informed of record keeping and the length of the counselling provision. All this information will be incorporated within the Counselling Agreement document that the client will be able to discuss and sign at the Initial Assessment.

6.6. Record Keeping

Minimal but essential online records are kept and all clients are made aware of this. Clients have the right to request access to their records. In accordance with the BACP code of ethics, all client records will be stored securely and confidentially in an encrypted drive, which only relevant members of WISE Wellness will have access to.

7. Security Requirements

7.1. The WISE Wellness Counselling Service will be delivered in accordance with BACP code of ethics and GDPR 2018 regulations.

7.2. Appropriate application of current legislation will be made to ensure confidentiality and security of personal and sensitive information when shared within and outside of WISE Wellness for the benefit of each client's wellbeing.

8. Risk Assessment

The provision of the WISE Wellness Counselling Service will include the regular monitoring of client risk by regular assessments in order to deliver a safe and effective service.

9. Lone Working Policy

Any lone working with clients must be discussed and agreed with the Clinical Lead.

10. Non-Solicitation

Counsellors must not offer any of their private practice services to WISE Wellness clients whilst those clients are on the caseload of the counselling service provision. If a discharged client wishes to access the private practice services of a counsellor, this must first be authorised by the Clinical Lead, followed by a signed disclaimer from the client which recognises that WISE Wellness carries no further liability for that client.

11. Complaints

11.1. All aspects of any complaints by clients will be dealt with in a confidential, professional and respectful manner.

11.2. If a client has a concern, they should aim firstly to resolve it informally in discussion with their counsellor to give an opportunity to talk through in the safety of the counselling relationship. The majority of concerns should be resolved in this way.

11.3. If the client's concern is not resolved this way, they may request an informal meeting with the Clinical Lead.

11.4. In the event of the Clinical Lead also being the counsellor of the clients, the client may request a meeting with the Project Manager.

11.5. If the complaint is unable to be resolved informally, then the client can make a formal complaint to a WISE Trustee that holds responsibility for the service on behalf of WISE.

12. Feedback

- All clients will have the opportunity to leave feedback when they are discharged from the service.

13. Donations

Clients will be informed that the counselling service is free to them thanks to funding from BHSCA but donations to WISE Wellness will be gratefully received for the long-term viability of the service.



Are you struggling with any of the following:

**Feeling nervous,
anxious or on edge?**

**Unable to stop or
control worrying?**

**Little interest or pleasure
in doing things?**

**Feeling down,
depressed or hopeless?**

Let's talk We're here to help

Bucks Talking Therapies is your local fast and free NHS Service offering tried & tested psychological therapies for people aged 18 or over with a registered GP in Bucks. We help with stress, anxiety, low mood, employment difficulties and long-term health conditions.

We have a clinic within the HIVE for the Muslim community across Bucks, where you can receive confidential support from a Psychological Wellbeing Practitioner. To access this clinic, please contact us at **BTTHiveClinic@oxfordhealth.nhs.uk**.

If you do not have access to email, you can self-refer online or by phone, but please do mention within your referral that you are interested in the HIVE clinic.

**Book your 1st appointment
through our website**
www.bucks-talking-therapies.nhs.uk



Scan the QR Code or
phone 01865 901600
or text TALK & your name
to 07798 667169



for anxiety and depression

Service provided by Oxford Health NHS Foundation Trust

WISE Wellness Counselling Service

Faith-based counselling for men and women (18+) in High Wycombe, experiencing mild to moderate mental health concerns

6 FREE counselling sessions
At The Hive or Online

- **Male and female counsellors available**
- **Accredited Muslim professionals**



The sessions can help improve mental wellbeing and offer coping strategies for mild to moderate emotional distress. They are approached with an Islamic perspective, which may benefit Muslim individuals.



Scan the QR code
to request an initial
assessment

For enquiries, contact:
counselling@wise-web.org

Buckinghamshire
Health & Social
Care Academy



