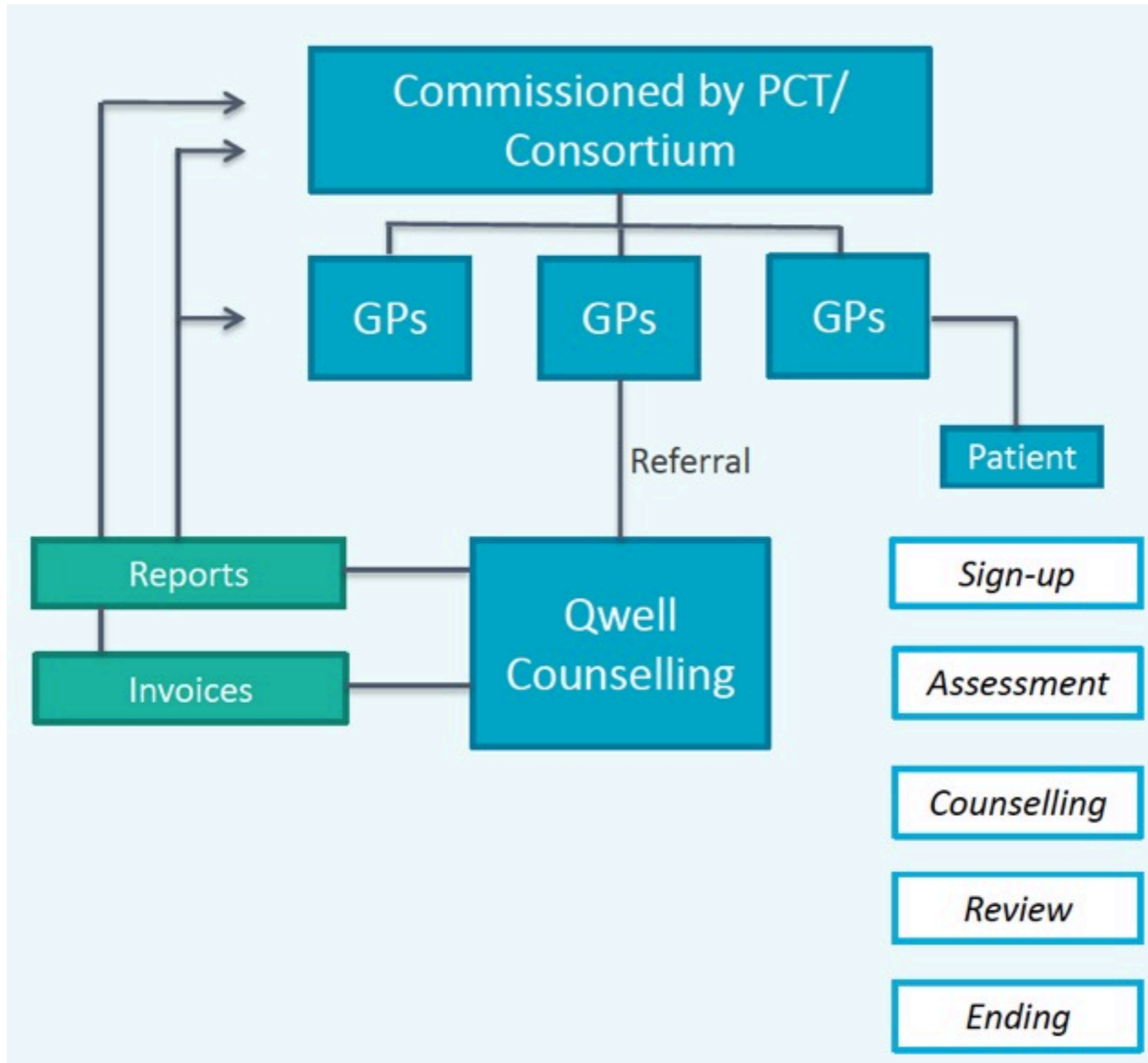




Our new adult
counselling service



Overview



Referral



- From GP or other worker in PCT/Consortium
- Simple referral form – web, email, fax or post
- Patient/Client receives unique code for sign up
- Simple and secure process
- Initial treatment 1 + 6 (assessment + 6 sessions)

Sign up letter



first name last name
address line 1
address line 2
address line 3
POST CODE

14th Jun 2011

Dear first name,

WELCOME to QWELL COUNSELLING

You have recently been referred to us for counselling. That's great news and we really hope that you benefit from the service. **qwellcounselling.com** is run by Xenzone, leaders in delivery of online mental health services, so you are in safe hands.

In order to get started you have to log in to **qwellcounselling.com** and register. The process has been designed to be easy to use.

To register for Qwell counselling please go to this web site:

www.qwellcounselling.com

You need to enter the following access code into the box marked "please enter your access code":

1041N65W0z

Then simply follow the online instructions

Best wishes

The Qwell Counselling Team



Sign up / Login

The logo for Qwell COUNSELLING.COM, featuring the word "Qwell" in a large, dark blue font, with "COUNSELLING.COM" in a smaller, white font on a blue rectangular background to the right. A small circular icon with a red and white design is positioned to the right of the text.

Welcome to Qwell, the online counselling service for adults

New user

Join now to arrange an assessment with a counsellor to see how we can help you

Please enter your access code

[Need help to get an access code?](#)

Access code accepted ✓

Existing user

Username

Password

[Forgotten password?](#)

[Confidentiality agreement](#) [Terms and conditions](#) [Read about Qwell](#)

© Xenzone 2011

Email verification



Welcome to Qwell, the online counselling service for adults

Thank you for joining Qwell. We've sent you an email.
Please click on the link within the email to confirm registration.

- Email verification and unique code are part of the secure sign up process
- Details entered by client/patient are cross checked to referral info from GP

Getting started



Thanks for confirming your email address.

Getting started on Qwell

Step 1. Complete some short pre-chat questions.

Step 2. Initial chat with a Counsellor.

Step 3. Approval decision for counselling.

[Get started](#)

Assessment



The screenshot shows the Qwell user interface. At the top left is the Qwell logo with 'COUNSELLING.COM' below it. To the right of the logo is a navigation bar with links for 'Home', 'My Profile', 'Magazine', and 'Messages'. Further right is a 'Sign out' link. Below the navigation bar is a teal header area with the text 'Welcome cloudysky'. Underneath this is a section titled 'Step 2. Initial chat with a Counsellor' with the subtext 'You need to have an online chat with a counsellor to assess your needs.' To the right of this text is a large blue button labeled 'Join chat' with 'Step 2' written below it. Below the button, it says 'Available 5am - 11pm today'. At the bottom of the main content area is a progress indicator with three steps: 'Step 1 Pre-chat questions' (marked with a checkmark), 'Step 2 Initial chat' (the current step), and 'Step 3 Approval decision'. At the very bottom of the page are links for 'Confidentiality agreement', 'Terms and conditions', and 'Read about Qwell', along with a copyright notice '© Xenzone 2011'.

Chat room



A screenshot of a web-based chat room interface. The page has a teal header with the Qwell logo on the left and navigation links "Home | My Profile | Magazine | Messages" in the center. A "Sign out" link is on the right. Below the header, the chat area is titled "Chat view with Counsellor steved". The chat history shows two messages from "steved": "...chat initialised..." and "Hello cloudysky, welcome to Qwell counselling 😊". At the bottom of the chat area is a text input field with the placeholder "write a message", a smiley face icon, a dropdown arrow, and a blue "Send" button. The footer contains links for "Confidentiality agreement", "Terms and conditions", and "Read about Qwell", along with the copyright notice "© Xenzone 2011".

Interactive panel

Little of the time

Some of the time

Most of the time

All of the time

8. During the last 30 days, about how often did you feel everything was an effort?

None of the time

Little of the time

Some of the time

Most of the time

All of the time

<http://www.bbc.co.uk>



News Edit x

PM agrees major NHS concessions
20 minutes ago

MORE TOP STORIES + -

- Teachers back pensions walk-outs
- Juror admits contact via Facebook
- Syria pressed to stop crackdown
- UK inflation holds steady at 4.5%
- Weekly refuse collections binned

Healthier drinking – know the limits!

Drinking too much can cause health and relationship problems. To reduce the risk, know the safe daily limits.

 3-4 units of alcohol for men

 2-3 units of alcohol for women

What are you drinking?

A pint of Stella = 2.8 units
1 bottle of WKD = 1.4 units
Pint of John Smiths/Guinness = 2.3 units
Large glass of wine = 3 units

Counsellors use the panel on the right of the chat room for :

- Assessment forms
- Outcomes forms
- Websites
- Documents

Counsellor view



The screenshot displays the Qwell Counselling interface. At the top, there is a navigation bar with the Qwell logo and buttons for Home, Messages, Calendar, Clients, and Admin Tools. Below this, the user is identified as 'steved (Logout)' and is currently viewing the profile of 'cloudysky' as an 'Assessment Worker'. The chat status is set to 'I'm available'.

The main content area is titled 'Assessment chat with cloudysky'. The chat history shows three messages from 'steved':

- steved: ...chat initialised...
- steved: Hello cloudysky, welcome to Qwell counselling 😊
- steved: ...chat initialised...

At the bottom of the chat area, there is a text input field with the placeholder 'write a message', a smiley face icon, and a 'Send' button. A link to 'End this chat' is also visible.

On the right side, there is a 'Client Details' panel for 'cloudysky'. The status is 'Pre-chat'. The details include:

- Name: John Smith
- Date of birth: 01st Jan 1970
- Age: 41
- Address: 123 The Street, Manchester, M1 1XX
- Phone: 0161 111 2345
- Email: cloud@qwell.com

Below the client details is a 'Documents' section with the instruction '(drag into panel to view)'. It contains three items: 'Hogshaw', 'Cosnotes', and 'Assessment questionnaire'.

At the bottom right, there is a 'Share a website' section with a text input field containing 'http://' and an 'Add to panel' button.

Appointments





Qwell COUNSELLING.COM

Home | My Profile | Magazine | Messages | Sign out

Welcome cloudsky

Next appointment

 Friday 17th Jun at 15:00
cancel

 Please notify us in good time if you are unable to keep your appointment

My appointments

Friday	17th Jun 2011	at 15:00
Friday	24th Jun 2011	at 15:00
Friday	01st Jul 2011	at 15:00
Friday	08th Jul 2011	at 15:00
Friday	15th Jul 2011	at 15:00
Friday	22nd Jul 2011	at 15:00

Please note, it is not possible to change individual appointments, you must change your block booking