

Ginkgo Wellbeing Counselling

Online Therapy – Information for Clients



Online counselling is a way for you to engage in counselling using internet technology. Ginkgo Wellbeing currently offers online counselling via the use of webcam video calls. These can be accessed from a mobile phone, tablet or computer. Here is an overview, to help you decide if it might suit you.

How does it work?

- The counsellor will send you a 'meeting link' prior to every session, usually by email.
- When you are ready to join the session, you click on the meeting link and this will open the meeting platform in your internet browser, where the counsellor will be waiting.

Can I join from anywhere?

- Yes, which is one of the great benefits of online counselling. However, a suitable location is somewhere private and where you feel safe and comfortable. You'll also need a stable internet connection in order to attend the sessions.

Is online therapy as effective as in-person counselling?

- The short answer is – yes! As it becomes more common, there is growing evidence supporting online therapy, showing it can absolutely be as effective as in-person therapy.
- Online therapy is different to in-person therapy, but not less than. It is important that counsellors have undertaken additional training to equip them with the skills to work online, in order to provide the same quality of service as in-person counselling.
- As long as a counsellor is competent at working online and you build a trusting therapeutic relationship – which can absolutely be done through a screen – you're set!

Some benefits of online therapy, compared to in-person therapy:

- Online therapy can be more flexible than in-person therapy; it can be easier to fit into your schedule (no travel time to and from a counsellor's therapy space).
- You choose where you attend the counselling session, whether this is from home or somewhere else, and many people feel more comfortable having therapy from a safe place of their choosing.

Is it secure?

- Every effort is made to provide a safe and secure environment for your online therapy, and encryption software is used where relevant to protect your data and preserve confidentiality.

Things to consider:

- Are you comfortable using internet technology?
- Is there somewhere you would feel comfortable and safe to have your sessions?
- Do you think online therapy would be right for you personally? Regardless of how competent the counsellor is at working online, some people would prefer to work with a counsellor in-person and be in the same room as them.

Many people are hesitant about online therapy, but then find it really helpful and more convenient at fitting into their schedule. If you have any more questions about online counselling, please don't hesitate to get in touch.