November 2026



Synapse

Behavioural Health Coaching

Guide for GPs

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What Synapse Does

Many young people are struggling to manage everyday life: school, university or work, sleep, routines and relationships. Synapse provides clinically supervised Behavioural Health Coaching for young people aged 11 to 25, focused on everyday functioning. It combines emotional support with practical guidance to build coping skills, habits and confidence.

Every programme starts with a clinical assessment, signed off by a Clinical Psychologist, which leads to a personal care plan setting out the recommended care. There is no waiting list. Coaching is personalised around the young person's priorities and goals.

When to Consider Synapse

For young people whose emotional, behavioural or mental health difficulties are making everyday life harder to manage. Support is needs-led; no diagnosis is needed to start.

- Anxiety, overwhelm, low mood and emotional regulation
- Organisation, routines, sleep, transitions and follow-through
- Attendance at school, university or work
- Neurodivergence-related challenges, including ADHD and autism.
- Withdrawal, avoidance, reduced confidence and disengagement from education or work
- Social isolation and relationship difficulties
- Gaming, gambling, alcohol or drug use, early on or as aftercare following addiction treatment

Suitability is assessed individually.

Where Synapse Fits in GP Care

Standalone functional support

Where therapy is not indicated, not available, declined, or not currently workable. Below specialist thresholds. Waiting lists. Disengaged from therapy.

Alongside clinical care

Practical support to apply clinical recommendations between appointments. Clinical treatment retains primacy; coaching does not replace indicated treatment.

Transition and consolidation support

Support to consolidate progress following discharge or reduced clinical input, particularly where everyday functioning remains fragile. Support adapts as the young person's needs change.

What Young People Work Towards

- Feeling steadier and managing emotions.
- More consistent routines, including sleep.
- Following through on commitments.
- Returning to, and keeping up with, school, university or work.
- Reconnecting with people and activities.
- Healthier habits in place of heavy gaming, gambling, alcohol or drug use.
- Holding on to progress made in earlier treatment.
- Making decisions with greater confidence and independence.

For GPs, this means a proportionate option for sub-threshold and emerging presentations through structured, time-limited support with clear governance and risk monitoring.

For families, Synapse provides reassurance that the right level of support is in place and is being actively monitored throughout.

The Relationship Behind the Work

Each young person works with a matched Coach. All Coaches have lived experience relatable to the young people they work with, alongside training and supervision.

A consistent, trusting relationship supports engagement with practical change.

A Care Manager coordinates family and professional communication, with appropriate consent.

Clinical Oversight	Behavioural Implementation
Clinical Assessment	Coaching
Weekly Case Review	Practical skills-development
Safeguarding	Emotional Regulation
Supervision	Accountability
Risk Management	Routine-Building
Escalation Oversight	Follow-Through

Support for Parents

Parents can have their own sessions with a Parent Coach, or with a therapist from our trusted network. Separate fees apply.

Programme Structure

- Clinical assessment
- Personal care plan
- Coach matching
- Meet your Coach
- Coaching (10 to 12 sessions, online or in person)
- Mid-point review
- Final clinical evaluation

Progress is measured against agreed functional goals (Goal Attainment Scaling) and wellbeing (WEMWBS) at baseline and close.

Clinical Governance

- Clinical assessment before onboarding, signed off by a Clinical Psychologist
- Clinical supervision is provided by Dr Harriet Mellotte, Chartered Clinical Psychologist, with Professor Sandeep Ranote FRCPsych as Senior Clinical Advisor.
- Weekly case review
- Safeguarding and escalation pathways
- DBS-checked Coaches trained on the Synapse Foundation in Behavioural Health Coaching for Adolescents and Young Adults, certified by The CPD Certification Service

Scope and Boundaries

Synapse is not suitable for crisis presentations, active psychosis, or complex psychiatric needs requiring active management. Young people who are physically dependent on alcohol or drugs, or have withdrawal symptoms, are referred to specialist services first; coaching can then form part of their aftercare. Where referral falls outside Synapse's scope, we say so and support the family to identify the next best step.

Synapse does not provide clinical diagnosis, prescribing, psychotherapy, trauma processing or crisis intervention.

Fees

Programmes are privately funded. A full programme of 10 to 12 sessions costs £1,300 to £1,490 online or £2,250 to £2,630 in person, including assessment, care management, clinical supervision, reviews and final evaluation. Sessions last 50 minutes online or 90 minutes in person. The family's first conversation with Mollie Royds, Head of Client Experience and Care Management, is at no charge, with no commitment.

Referral

Use our referral form, signpost the family directly, or contact Synapse on their behalf with appropriate consent. We coordinate onboarding and liaison with families and referring professionals.

For family enquiries, please contact:
Mollie Royds, Head of Client Experience and Care Management
mollie@synapsehealth.co.uk | 0204 592 1268

For clinical suitability queries, please contact:
Thomas Watt-Pringle, Assistant Clinical Psychologist and Clinical Lead
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