



Cardiology psychology service

showing
we **Care**

What is a psychologist?

A psychologist supports people to understand and manage their experiences, thoughts, feelings and behaviour. We help young people and their families cope with some of the difficulties that can come from living with a heart condition.

The cardiology psychology team

Our team is made up of practitioner psychologists, who are supported by:
trainee psychologists
assistant psychologists
student psychologists

We work as part of the cardiology team, with medical and nursing staff and other professionals at Evelina London Children's Hospital.

We are all here to support children and young people who have a cardiac conditions, and their families, who come to Evelina London.

Being referred to the psychology team

Inpatients

We often meet young people and their families while they are staying in hospital or before being they come in. If you would like to talk to us, you can ask a nurse or any member of the team to contact us. Sometimes the team offer you the opportunity to meet with us too.

Outpatients

We also offer outpatient appointments. If you would like to meet with one of our team, you can ask your child's consultant to make a referral to the psychology service on your behalf.

There is a waiting list for outpatient appointments. Once we receive a referral from your child's consultant cardiologist, we will write to you to let you know that you are on our waiting list. We will then contact you as soon as we can offer an appointment.

The sorts of problems we help with

Living with a heart condition can be difficult for all members of the family. Some common challenges that we offer support with include:

- preparing for, and coping with, medical treatments and hospital appointments
- coping with changes to day-to-day activities
- coping with being in hospital for long periods of time
- dealing with concerns about the future
- managing symptoms, such as pain, breathlessness or tiredness
- managing worries or concerns about difference, for example surgical scars and reduced exercise tolerance
- managing the impact of a heart condition or treatment on wider life, such as school, friendships and family relationships
- supporting brothers and sisters
- working with schools

Sometimes we might not be the best team to help. If this is the case, we can help you visit more appropriate services.

Seeing the psychologist

At the first appointment, the psychologist will talk with you and your child about how things are at the moment and any difficulties that you or they would like some help with.

We often meet families together at first, but we also meet with parents and children separately, depending on what we all think would be most helpful. If you would like to discuss anything before the appointment please call us.

Confidentiality

We work as part of the cardiology team and often share information within the team to provide all-round care for your child. If there is any information that you do not want us to share with the wider cardiology team, please let us know.

Everyone working in the hospital, and the wider NHS, has a legal duty to keep your child's information secure and confidential. We do, however, have a responsibility to protect your child and others from harm, so there may be times when we need to share information with other professionals. We will discuss with you and your child what information we need to share, and who with.

Attendance policy

If we are seeing you for an outpatient appointment, we appreciate it is not always possible to get here. We would be grateful if you could let us know, at least 24 hours in advance, if you have to cancel an appointment, so that we can offer it to someone else.

If you do not come to 2 or more appointments without contacting us, we will unfortunately have to discharge you from our service.

Data protection

We have a legal duty to hold certain information about your child. We will use this information to care for your child. It will also be used to help us run and monitor the quality of our services. Please speak to a member of staff if you would like to see, or have copies of your child's health record.

Feedback

If you are not happy with the care or treatment you have received from our service, it is important that you tell us so that we can put things right, or explain what has happened. We are committed to responding quickly, openly and sensitively to any feedback about our service and to learning from the comments we receive.

Contact us

Phone 020 7188 7188, extension 84640,
Monday to Friday, 9am to 5pm.

We are not an emergency service. If you have urgent concerns about mental health or safety, please arrange a same-day appointment with your GP or go to the emergency department (A&E).

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline, **phone** 020 7188 3003, Monday to Friday, 10am to 5pm

email letstalkmedicines@gstt.nhs.uk

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