



**Evelina**  
London

# Cardiology psychology service



showing  
we **care**

## What is a clinical psychologist?

Clinical psychologists support people to understand and manage their experiences, thoughts, feelings and behaviour. We help young people and their families to cope with some of the difficulties that can come from having a heart condition and/or its treatment.

## The cardiology psychology team

Our team is made up of clinical psychologists, who are supported by trainee clinical psychologists, assistant psychologists and student psychologists.

We work as part of the paediatric 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 condition and their families who come to Evelina London.

## How are referrals made to the psychology team?

### Inpatients

We often meet young people and their families while they are staying in hospital or before being admitted. 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 may 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 are able to offer an appointment.

## **What sorts of problems can 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 regarding the future
- managing symptoms such as pain, breathlessness or tiredness
- managing worries or concerns about difference, for example surgical scars and/or reduced exercise tolerance
- managing the impact of a heart condition and/or treatment on wider life, such as school, friendships and family relationships
- supporting siblings
- working with schools.

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

## **What happens when you see 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 they/you would like some help with. We often meet families initially together, but we also meet with parents and children separately, depending on what we all feel 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 in order 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 attend. 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 are able to offer it to someone else.

If you do not attend two 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

**t:** 020 7188 7188, extension: 58023, Monday to Thursday, 8.30am to 5pm.

**We are not an emergency service.** If you have urgent concerns about a child's mental health, please contact your GP or go to the Emergency Department (A&E) if out of hours.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.evelinalondon.nhs.uk/leaflets](http://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.

**t:** 020 7188 3003 10am to 5pm, Monday to Friday

**e:** [letstalkmedicines@gstt.nhs.uk](mailto:letstalkmedicines@gstt.nhs.uk)

## Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS).

To make a complaint, contact the complaints department. **t:** 020 7188 8801 (PALS)

**e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk) **t:** 020 7188 3514

(complaints) **e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

**Leaflet number: 4593/VER1**

Date published: June 2018 Review date: June 2021

© 2018 Guy's and St Thomas' NHS Foundation Trust

A list of sources is available on request



**Guy's and St Thomas'**  
NHS Foundation Trust