



Guy's and St Thomas'
NHS Foundation Trust

Evelina London cleft service psychology team

How the clinical psychology
team might be able to help

What the psychology team do

The clinical psychology team in the Evelina London cleft service provide emotional support for people with cleft lip and/or palate, and their families.

Although we do not expect people who have been born with a cleft lip and/or palate to have psychological problems, we often see people having difficulties related to cleft. These difficulties can have a direct or indirect impact on their wellbeing.

We aim to provide specialist support for the range of common, cleft-related difficulties.

We offer a confidential space to talk about how you are feeling. We can offer support and suggest coping strategies for you to try.

We will work closely with you to find ways of improving your psychological wellbeing.

The clinical psychology team

We are clinical psychologists. We often have an assistant psychologist, trainee clinical psychologist, and an undergraduate student psychologist in our team as well.

Who the service is for

We can see children and adults under the care of the cleft service. We also work with the parents, and other family members.

These are some of the issues we deal with when we see patients who need some psychological support:

- how to answer other people's questions and comments
- confidence and self-esteem
- bullying and teasing
- concerns about appearance
- decision-making and treatment planning
- support around surgery
- concerns before birth (antenatal) and after birth (postnatal), and support around diagnosis of cleft
- anxiety and worries
- low mood

How the service works

If you would like to see someone from our team, you will need to be referred to us. To do this, you can tell any member of the cleft team that you would like to see us, or you can contact us yourself (self-refer).

We usually invite people to an appointment at St Thomas's Hospital. We can also offer phone or video appointments, if appropriate.

Your appointment might be a single session, or we might arrange a series of appointments. This will depend on what is best for you.

Sometimes, we can suggest other services that might provide better or more local support for you.

Your first appointment usually lasts 60 to 90 minutes. During this appointment we will think about some ways forward. For example, arranging more sessions or directing you to other services.

Any more appointments with us will usually last for 1 hour.

Contact us

If you have any questions about our service, or want to discuss whether a referral might help you or someone else, please **phone** 020 7188 1316

The Evelina London cleft service,
1st floor, Block C, South Wing,
St Thomas' Hospital, Westminster
Bridge Road, London, SE1 7EH. **Phone**
020 718 81321 or 020 7188 1316.

For more information about procedures and services offered at our hospitals, visit **web** www.guysandstthomas.nhs.uk

Pharmacy medicines helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or contact our helpline, **phone** 020 7188 8748, Monday to Friday, 9am to 5pm

email mymedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), **phone** 020 7188 8801

email pals@gstt.nhs.uk. To make a complaint contact the resolution department **phone** 020 7188 3514

email complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please contact the department your appointment is with.

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day, **phone** 111

web www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing, **web** www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch, **phone** 0800 731 0319 **email** members@gstt.nhs.uk **web** www.guysandstthomas.nhs.uk/membership

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A list of sources is available on request