



Neonatal parent support group

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What is this group for?

Because of the coronavirus pandemic, the NICU (neonatal intensive care unit) parent support group that was run face-to-face will now be offered virtually, over video, using BlueJeans®. You can find out more in our leaflet, **Group video consultations using BlueJeans®**.

This group has been created to give parents/primary caregivers of children who are in the NICU a space for support, direction, and a place to share their experiences and hear from other families.

We will try to meet the needs of families by asking what they would like to hear about, and will facilitate groups around coping strategies, sleep, and other topics raised.

We will not be providing medical advice, though will encourage you to direct these questions to the most appropriate service or health professional as needed.

How and when will this group be run?

The group will be facilitated virtually, from a smartphone or computer that has access to the internet. It will be held on a hospital-approved platform, each week at 10am on a Wednesday for one hour.

Each group will contain a maximum of eight families each week, so that every family has the space to share if they want to. After you have contacted us with your interest in the group, you will get an email from us with an invitation to attend the next group that has space. This might not be the next Wednesday, depending on available space.

What happens in the session?

The group will be run by a member of the neonatal psychology team, and each week the group will follow a similar structure.

We stress that this group will not provide any medical information or advice.

The group will start with introductions, and a brief check-in, and most of the time will involve a shared and confidential discussion. This might be a set topic or an open discussion to allow space for families to share ideas and what has helped them.

As this is a group intended to support families, we ask that:

- all families participate in the group in whatever way feels comfortable for them
- all members of the group join within 10 minutes of the group starting, so that all members of the group have a chance to introduce themselves.

- group members who engage in a discussion with other group members offer positive and supportive comments
- group members do not make any comments that may be perceived to be harmful, abusive or offensive.

What if I feel distressed or upset?

Sometimes thinking, hearing, or speaking about challenging moments can be upsetting. You may leave the group at any point if it feels too difficult to take part.

If you are in need of support after the group, please contact us (details at the end of the leaflet), or speak to a member of the neonatal team, who can direct you to further support at that time if required.

Contact us

If you have any questions or concerns about the neonatal parent support group, please contact us, **t:** 020 7188 4045, Monday to Friday, 9am-5pm, **e:** NeonatalPsychology@gstt.nhs.uk.

For more information leaflets on conditions, treatments and services offered at our hospitals, please visit **w:** 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, Monday to Friday, 10am-5pm, **e:** 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

t: 020 7188 3514 (complaints),

e: 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 get in touch. **t:** 020 7188 8815,

e: languagesupport@gstt.nhs.uk

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.

t: 111 **w:** 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.

w: www.nhs.uk

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.

t: 0800 731 0319 **e:** members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk/membership

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A list of sources is available on request



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