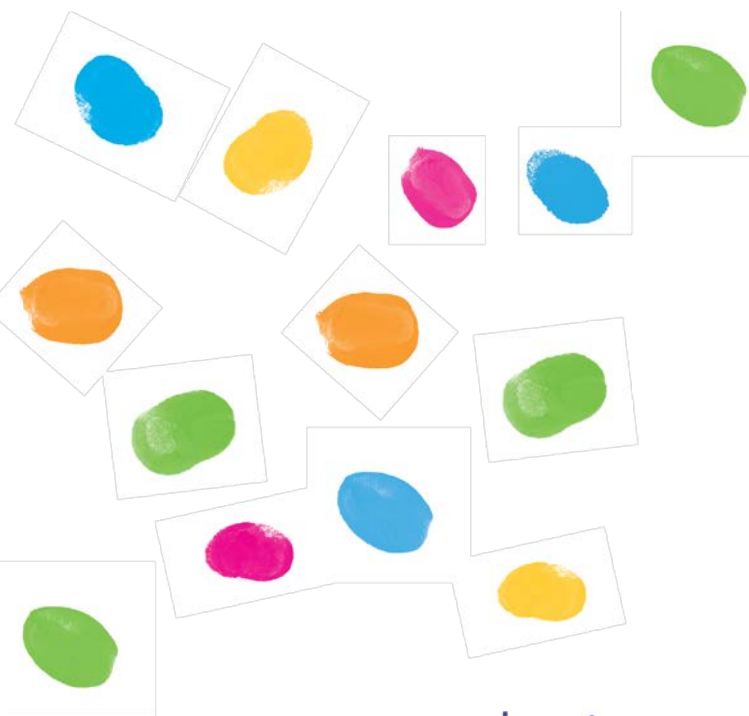


Children's psychology service



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 challenges that can come from having a health condition or its treatment.

The psychology team

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

We work as part of the medical team, alongside medical and nursing staff and other professionals at Evelina London.

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

How to be referred

Inpatients

We can meet children, young people and their families while they are staying in hospital, or before being admitted. You can discuss this with your child's doctor while they are in hospital if this could be helpful.

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.

Due to a high demand, there can be a wait for outpatient support from our service. Once we receive a referral from your child's consultant, 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.

What we can help with

These are some of the things we might be able to help you with.

- Preparing for, and coping with, medical treatments and hospital appointments (for example MRI, ECG, blood tests, injections and hospital visits).
- 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 or reduced exercise tolerance).
- Managing the impact of a health condition (or treatment) on wider life, such as school, friendships and family relationships.
- Supporting family.

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

At appointments

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 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 feel would be most helpful.

The first appointment can be up to 90 minutes long, and other appointments are up to 60 minutes long. At the first appointment we will discuss with you the number and schedule of future sessions.

If you would like to discuss anything before the appointment please call us.

Confidentiality

We work as part of the Evelina healthcare team around your child, and often share information within the team to provide holistic care for your child. If there is any information that you do not want us to share with the wider 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. 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 with who.

Attendance policy

If we are seeing you for an outpatient appointment, we appreciate it is not always possible to attend. If you do need to cancel an appointment, please let us know at least 24 hours in advance, so that we can offer it to someone else.

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. If you would like more information about confidentiality, you can ask for a copy of the leaflet, **Your NHS health records**.

Complaints

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

Contact us

Phone 020 7188 4640, Monday to Friday, 9am to 5pm.

We are not an emergency service. If you are concerned about risk, or have urgent concerns about a child's mental health, contact your GP or, out of hours, your nearest 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

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

Leaflet number: 4722/VER2

Date published: June 2023

Review date: June 2026

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A list of sources is available on request



Guy's and St Thomas'
NHS Foundation Trust