



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

# South Thames Cleft Service

The clinical psychology  
team: who we are and  
how we can help

**This leaflet gives you information about the South Thames Cleft Service and how we can help you. If you have any further questions, please speak to a doctor or nurse caring for you.**

## **What does the clinical psychology team in the cleft service do?**

The clinical psychology team in the South Thames Cleft Service provides psychological support for patients with cleft lip and/or palate, and their families.

Although we do not expect that people who have been born with a cleft lip and/or palate will have psychological problems, we often meet with people experiencing difficulties in relation to cleft, which have either a direct or indirect impact on their psychological wellbeing. We aim to provide a specialist support service specifically 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 can suggest coping strategies for you to try. We will work closely with you to find ways of enhancing your psychological wellbeing.

## **Who are the clinical psychology team?**

We are clinical psychologists for the South Thames Cleft Service. We often have a trainee clinical psychologist and an undergraduate student psychologist in our team as well.

## **Who is the service for?**

We are available to children and adults under the care of the South Thames Cleft Service. We also work with the parent(s) of children with cleft lip and/or palate, as well as with other family members.

Commonly, we deal with issues such as:

- how to answer other people's questions and comments
- confidence and self-esteem
- bullying and teasing
- appearance concerns
- decision-making and treatment planning
- support around surgery
- ante- and post-natal concerns, and support around the diagnosis of cleft
- anxiety and worries
- low mood.

These are just a few examples of the circumstances under which we meet with people.

## **How does the service work?**

If you would like to see someone from our team, there are several ways that you can be referred to us. You can tell any member of the cleft team that you would like to see us, or, if you prefer, you can contact us directly.

We usually invite people to an appointment at the hospital they attend for their other cleft appointments

Your appointment may be a one-off session, or we may arrange a series of appointments, depending on what is best for you.

Sometimes we are able to suggest other services that may be able to provide better or more local support.

Your first appointment will usually last around 60 to 90 minutes. During this meeting, we consider some ways forward, for example, arranging further sessions or directing you to other services. Any further appointments with us usually last for one hour.

## Contact us

If you have any queries about the psychology service, or if you wish to discuss whether a referral may be helpful for you or someone else, please contact us, **t:** 020 718 81316.

The South Thames Cleft Service  
1st floor, Staircase C, South Wing  
St Thomas' Hospital  
Westminster Bridge Road  
London, SE1 7EH  
**t:** 020 718 81321

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

## **Pharmacy Medicines Helpline**

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

## **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)

## **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](mailto:languagesupport@gstt.nhs.uk)

## **NHS 111**

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

## **NHS website**

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

**w:** [www.nhs.uk](http://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.

**t:** 0800 731 0319 **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)

**w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

### **Was this leaflet useful?**

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form,

**w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets), or

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

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