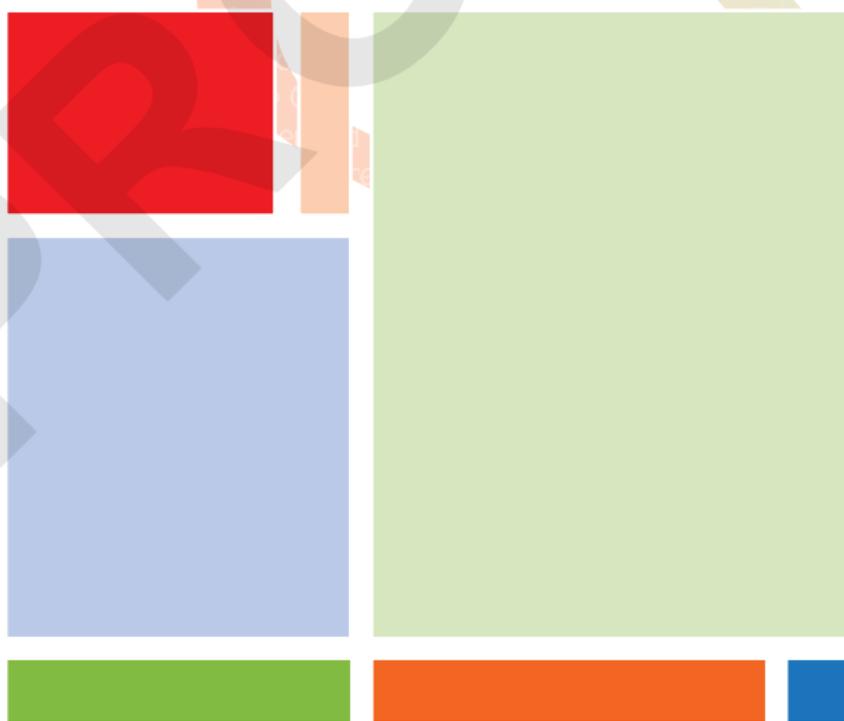


Clinical Psychology: Our role in medical teams & how we can help



Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please call:

01253 955588

Our Four Values:

People Centred

Positive

Compassion

Excellence

What we do:

"We provide specialist psychological services across a range of settings for people significantly challenged by health."

- We know ill health can be stressful in all sorts of ways and people find themselves less able to cope at times.
- We work alongside the doctors, nurses and other healthcare professionals in certain specialist teams within this hospital Trust, who may suggest you meet with us if they think you would benefit from our help.
- It is our role to look at the impact of your health on your everyday life, help with related issues such as the effect on your mood, and help with the broader management of your condition.
- We are not medical doctors and do not prescribe medication. Rather, we are trained in various different 'talking therapies' and will support you to talk about how you are feeling about your health and its impact.

Our appointments:

- Appointments last around 50 minutes. You may be seen as an outpatient (usually where the team who referred you are based) or as an inpatient if you are on a ward.
- During appointments we will be interested in hearing your thoughts and feelings about your condition and how you have been coping. We can then decide together whether further appointments might be helpful.
- We want appointments to feel comfortable and safe, so please let us know at any point if there is something you would rather not discuss further. This is absolutely fine.
- If you need an interpreter or have any special needs we need to know about before your first appointment, please let us know.
- Also, please tell us if you are already receiving psychological therapy elsewhere .

If you cannot attend your appointment or wish to cancel it, please let us know so that the appointment can be offered to someone else.

Our notes & letters:

- We make notes during appointments in a clinical psychology file. This file is part of your hospital records but is kept separate from your main medical file to keep it private. It is stored in locked filing cabinets in psychology offices.
- Your psychology file will not normally be accessed by anyone else other than the usual administration tasks. The exception to this is if you ask for the file to be accessed in any proceedings such as a complaint.
- We will write to your GP and the person who referred you; usually following assessment, partway through treatment as necessary and upon discharge.
- Copies of these letters will be part of your main medical notes and may also be stored electronically. Given this, we are particularly careful about what we share in these letters.

Confidentiality

- It may be useful to discuss your treatment with colleagues involved in your care and we would discuss this with you. Otherwise we keep the things we discuss private and confidential.
- However, if there is a risk of serious harm to you or others, or if you share information that gives us serious cause for concern, **we have a duty of care to share concerns about your safety or the safety of others.** This involves speaking to your GP or other agencies and we would normally discuss this with you first.
- **Our supervision:** It is standard safe practice for Clinical Psychologists to discuss their work with fellow psychologists, for which only relevant information will be discussed.

We hope this information is helpful ahead of your appointment. If you have any questions or concerns on the day, please raise them and we would be happy to help.

Useful contact details

Often, the person who referred you to Clinical Psychology is best-placed to answer any questions you may have.

Alternatively **please call the number on your psychology appointment letter with any queries.** You can also contact someone from the Clinical Psychology Team who would be happy to help with any enquiries on 01253 955713.

Hospital Switchboard: **01253 300000**

Patient Relations Department

The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:

Tel: **01253 955589**

email: **patient.relations@bfwh.nhs.uk**

You can also write to us at:

Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR

Further information is available on our website:

www.bfwh.nhs.uk

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

Policy Co-ordinator/Archivist 01253 953397

Approved by:

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