

Patient information factsheet

Adult clinical health psychology service New patient information pack

We have given you this information pack because you have been referred, or have chosen to refer yourself, to the adult clinical health psychology service. This pack explains what the adult clinical health psychology service is, the role of psychological professionals, how we use your information and what to expect from your sessions with us. We hope it will help to answer some of the questions you may have. If you have any further questions or concerns, please speak to your psychological professional.

What is the adult clinical health psychology service?

The adult clinical health psychology service is a service that offers support for individuals, couples and families who are being cared for by specific medical teams at University Hospital Southampton NHS Foundation Trust (UHS). The service focuses on helping you to live with your medical condition and enhancing your emotional and physical wellbeing.

The adult clinical health psychology team is made up of a group of psychological professionals, including:

- clinical and counselling psychologists
- psychological therapists
- counsellors
- health psychologists
- trainee clinical psychologists
- assistant psychologists

What is the role of psychological professionals?

Managing and living with chronic medical conditions can be stressful, especially if treatments are difficult. Our team will work with you and your healthcare team to support your emotional and physical wellbeing. We will sometimes involve your family, friends or carers with what we do, as they can offer ideas and support on how to move forward.

What will happen during the adult clinical health psychology service sessions?

During your sessions, we will ask you about:

- your medical condition
- how your medical condition affects your life, relationships, and daily activities
- what changes you would like to make to your life
- what support might help you

We may also:

- help you to talk through difficult feelings
- find practical ways to cope with challenges
- help you prepare for medical tests or treatment
- make sure you get clear information from your healthcare teams
- connect you with other services if needed

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You may only need one session, or we may recommend you have several sessions over a period of time.

Information sharing and consent

What does 'information sharing' mean?

Generally, we keep the information you share with us during your sessions private. However, sometimes, we need to share this information with other healthcare professionals involved in your care.

How will my information be shared?

At your first assessment session, we will ask you for your consent (permission) to share your information, if necessary. You can refuse or change your consent at any time, but please note that this may affect your care.

The notes we make during and after your sessions will be stored securely in our NHS system. Only members of the adult psychology team will be able to see these notes.

With your consent, we will usually send letters to your general practitioner (GP) and other professionals after our initial assessment or after we have discharged you from our care.

Sometimes we must share information **without** your consent. For example, by law, we must share information with other healthcare professionals and/or appropriate services if:

- you are at serious risk of harm
- someone else is at risk of harm
- a child or vulnerable adult may be unsafe
- it is in the public interest (for example, preventing harm)

We will only share the information that is needed and explain to you what we have shared.

Adult clinical health psychology service agreement

Sessions

- Normal sessions will last up to 60 minutes.
- First or family sessions may last up to 90 minutes.
- We will agree how many sessions you will need to start with and then review this as we go.
- Sessions may be in person at the hospital or a video or telephone call.

Cancellations and missed sessions

- If you cannot attend a session (for example, if you are unwell in hospital), please give us as much notice as possible. We will reschedule your session for another date.
- If you miss a session, we will contact you. If we cannot reach you after a month, we will assume you do not wish to continue with the sessions. You can always be referred or refer yourself again to our service in the future.
- If your psychological professional misses a session, please contact us using the details at the end of this factsheet.

If you decide to stop your sessions, let your psychological professional know. You can also contact us using the details at the end of this factsheet.

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Questionnaires

Before your first session and then again after your last session with us, we may ask you to complete a short questionnaire. Your answers will help us to improve our service. These questionnaires are voluntary and will not affect your care. Your answers will be kept private under the Data Protection Act 2018.

Complaints and concerns

If you are unhappy or have any concerns about your sessions, you can:

- contact us using the details at the end of this factsheet
- speak to the medical team caring for you at the hospital

If you have been unable to resolve your concerns after contacting those listed above, please contact our patient advice and liaison service (PALS). For more information, visit:

www.uhs.nhs.uk/contact/tell-us-about-your-experience

Contact us

If you have any questions or concerns, please speak to your psychological professional or contact us.

Adult psychology team

Telephone: **023 8120 5782** (Monday to Friday, 9am to 5pm)

Email: adultpsychology@uhs.nhs.uk

Useful links

www.uhs.nhs.uk/departments/clinical-health-psychology/what-do-psychologists-do

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email patientsupporthub@uhs.nhs.uk

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit www.uhs.nhs.uk/additionalsupport

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