

# Clinical health psychology New patient information pack

## Welcome

We have given you this information pack because you have been referred to the clinical health psychology service and have agreed to meet with a psychologist. It explains what information sharing is, why we are asking you for your consent, and includes an overview of your therapy agreement. 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 psychologist using the contact details on page 4.

## Psychological therapies: Information sharing and consent

### What does 'information sharing' mean?

Information that you share with your psychologist is confidential (private) and will be stored securely on the hospital electronic notes system. However, psychologists work as part of a team and relevant information that you share with them will also be shared with other health professionals involved in your care.

### How will my information be shared?

We have included the ways in which your information will be shared below. Before your first psychology session, we ask for your consent to having your information shared. Please be aware that you have the right to refuse or withdraw your consent to information sharing at any time. Please contact your psychologist to discuss this first, as this could affect how you receive further care.

- As part of your psychological care, we may sometimes share information with people from other organisations who are not part of the NHS and who are not normally part of your care team, such as social services. If we believe it would benefit your care for us to share information with other services, we will discuss this with you and seek your consent beforehand. If you don't agree to your information being shared, we will explain how this may affect your care and the alternatives available. Each time we share your information, we will record what information has been shared and for what reasons.
- There are some exceptional circumstances where we must, by law, share information with other health professionals and/or appropriate services without your consent. For example, if the information you share with us suggests:
  - you may harm yourself
  - a third party may be at risk (justified in the public interest)
  - a child is at risk

In these circumstances, we will only share the necessary details.

- We will send letters to other health professionals involved in your care, such as your GP, to keep them updated of your progress. We will also upload these letters to your University Hospital Southampton NHS Foundation Trust health record, along with a short summary of each appointment.

## **Psychological therapies: Therapy agreement**

By agreeing to meet with a psychologist, you understand that therapy is a joint process where you will work with your psychologist on the issues that you are facing.

### **Your psychology appointments**

Your psychology appointments will be up to 60 minutes long, or up to 90 minutes long for an initial assessment or a family or couples appointment.

We will usually agree to meet for a certain number of appointments and then review our progress. Based on this review, we will decide whether any further appointments are needed.

Depending on your situation, we may offer you outpatient appointments in our clinic, virtual appointments from the comfort of your home or inpatient appointments if you are staying in hospital. If we have arranged an appointment while you are staying in hospital and you are too unwell to go ahead with it, please let us know and we will reschedule the appointment for a later date.

### **Cancellations and missed appointments**

If you need to cancel an appointment, please try to give us as much notice as possible.

If you do not attend an appointment, we will contact you to check that you still wish to continue with therapy. If you do not respond, we will assume that you no longer wish to continue with therapy at this time and we will send you a letter informing you that you have been discharged from our service, but that you can be re-referred at any point in the future by your medical team.

If you decide that you no longer wish to continue with therapy, or you feel that you no longer need therapy, please contact your psychologist for advice via email:

[adultpsychology@uhs.nhs.uk](mailto:adultpsychology@uhs.nhs.uk) or leave a message with our team on

**023 8120 5782**. Often, it can be really useful to speak to your psychologist directly to discuss your decision.

### **Standard evaluation system**

Our service uses an evaluation system. This system has been developed to ensure we deliver the best possible service to all our patients. We will ask you to complete a brief questionnaire at the beginning and at the end of your contact with our service. Your psychologist will also complete record forms relating to your therapy. It is up to you whether you complete the questionnaire. If you choose not to complete the questionnaire, this will not affect your care. All responses to the questionnaire are strictly confidential (no names are used and no personal information is available in any analysis). This is in line with the Data Protection Act.

## Contact us

If you have any questions or concerns, please contact your psychologist using the details below:

Your psychologist's name: \_\_\_\_\_

Telephone: **023 8120 5782**

Email: [adultpsychology@uhs.nhs.uk](mailto:adultpsychology@uhs.nhs.uk)

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](http://www.uhs.nhs.uk/additionalsupport)**