

Psychology Service for Sickle Cell and Thalassemia

Information and advice for patients

Black Country Healthcare NHS Foundation Trust

Sandwell and West Birmingham NHS Trust

Who we are?

The Psychology Service is provided by Black Country Healthcare NHS Foundation Trust to offer psychological support to patients who have a diagnosis of Sickle Cell and Thalassemia (SCaT).

What do we do?

People can experience a wide range of difficult, upsetting and sometimes confusing emotional responses to living with sickle cell and thalassemia some of which include:

- Difficulty adjusting to diagnosis
- Problems with day to day management of living with sickle cell and thalassemia
- Fears about future health
- Low mood/depression
- Worries about current and future life situations
- Panic attacks
- Feelings of anger or resentment
- Social anxiety
- Sleep difficulties
- Managing family and relationships problems

A psychologist can meet with you to talk about the things you may be finding difficult and discuss ways to help alleviate the distress experienced.

The Psychology Service works in a variety of ways including:

- One to one talking therapies
- Group work
- Working with couples and families
- Joint work with other professionals

How can I access support?

Your SCaT consultant or specialist nurse can refer you to the service. Once we receive a referral you will be offered an appointment with the psychologist at City Hospital in Birmingham. The first meeting will be about getting to know you and what difficulties you are having. You will discuss how you are coping with your health condition and together with the psychologist, decide on the aims for further sessions.

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Will what I say be kept confidential?

After the first meeting, a letter is sent to the person who referred you explaining what we have agreed to do. Another letter is sent when you are discharged. No other letters are sent unless there are significant changes whilst you are receiving support from the service. Copies of your letters will be sent to your GP and yourself.

The psychologist will keep notes of what they need to remember about your treatment and the advice you have been given. These are stored electronically by the Black Country Healthcare NHS Foundation Trust. A separate note on whether you have attended your appointment and the date of your next appointment will be made in your medical notes.

At times we may need to share information about you with other services you may be receiving care from (e.g. Social Services) so we can all work together for your benefit. We will only ever pass on information about you if:

- There is a genuine need for it such as where there is a danger of harm to a child or vulnerable adult or to aid the prevention and detection of serious crime
- There is a court order
- We have your consent

We will not disclose your information to a third party without your consent unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to.

Urgent Help

We are not an emergency service. If you need urgent help please contact your GP, NHS 111 (24 hour service) on 111, the Samaritans (24 hour service) on 116 123 or The Black Country 24/7 urgent mental health (24 hour service) on 0800 008 6516.

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What if I want to make a comment or complaint about the Psychology service?

The Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. We welcome any comments you may have on the services we provide.

How to contact SED:

Tel: 0800 587 7720

Email: SED.bchft@nhs.net

Online: www.blackcountryhealthcare.nhs.uk

All Psychologists are registered with the Health & Care Professions Council (HCPC), who will investigate complaints. They can be contacted at Park House, 184 Kennington Park Road, London, SE11 4BU. Tel: 0300 500 6184.

Clinical Psychology Office

Sheldon Block, Ward D46, Side Room 3, City Hospital, Dudley Road, Birmingham, West Midlands, B18 7QH, Tel: 0121 507 6376

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