

Confidentiality

All information that you share with us is treated in a confidential manner, unless there are concerns about the safety of you or your child. If you see one of us for an appointment then we will not share any information with the rest of the team or other services without your permission.

Mental health concerns

If you have an urgent concern about your child or young person's mental health, please contact either their GP or A&E for out of hour assistance.

It helps to talk to someone, especially outside of the normal family nurses

I was allowed to draw a picture about my feelings of school

96% of patients said they would recommend us to family and friends (2017)

Friendly and approachable

You can open up and talk about your problems

Paediatric Psychology Team	01803 654 654	Hengrave House, Torbay Hospital, Torquay, TQ2 7AA
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**PATIENT
INFORMATION**

The Paediatric
Psychology
Service



INFORMATION
FOR PARENTS
/ CARERS

Who Are We?

The Paediatric Psychology Service at Torbay and South Devon NHS Foundation Trust provides evidence-based psychological services to children and young people (18 years and under) who have a medical condition. We comprise of 4 Paediatric Psychologists and a team administrator. We may also have support from Student, Trainee and Assistant Psychologists. We work very closely with families and professionals, as well as other agencies and services, to ensure that the needs of your child or young person are met with quality and care.

How do we help you and your child or young person?

We provide **counselling to children, young people and their parents/carers and siblings** about any medical-related issues including:

- Coming to terms with a medical diagnosis
- Preparing for surgery or other treatments/procedures
- Dealing with appearance concerns and/or attitudes of other people (e.g. bullying) in relation to living with a medical condition
- How to speak to children about their medical condition and what to say to other family members and friends
- Assessment of a child/young person's' development if there are concerns that this may be influenced by a medical condition
- Depression/anxiety as a result of a medical condition
- Supporting a child/young person with a medical condition preparing for change (e.g. school transition, house moves, transition from children to adult medical services)

We can also provide you with a number of written and online resources that may be beneficial.

What else do we offer?

Consultation to teams/professionals

We meet with other professionals/teams to think about how best to support children and their families. Consultation to teams has been found to be useful in that it can:

- Help to provide a deeper understanding of the context and circumstances surrounding the family and to think about ways of working with the family
- Enhance the consistency of care
- Help keep the family in mind
- Provide an opportunity to debrief following potentially emotional experiences
- Promote opportunities to reflect on our work

Training to Professionals

We are able to provide training on how best to support children and young people with a medical condition and adjust to treatment. At present, we do not run training courses for parents. However, this would be a potential practice we would be willing to undertake. If you think that this would be useful to you, then please make evident your interest and also provide us with possible topics for such consultation.

Staff Support

We are able to provide support to staff working in Paediatrics with the view of both maintaining and enhancing their wellbeing.

Service Evaluation / Research

We routinely seek to evaluate our services. As such, you may be invited to participate in surveys, or to complete questionnaires, either during or following an appointment. This is not compulsory and will not affect the care you receive; however, we value any feedback that you would be willing to provide.