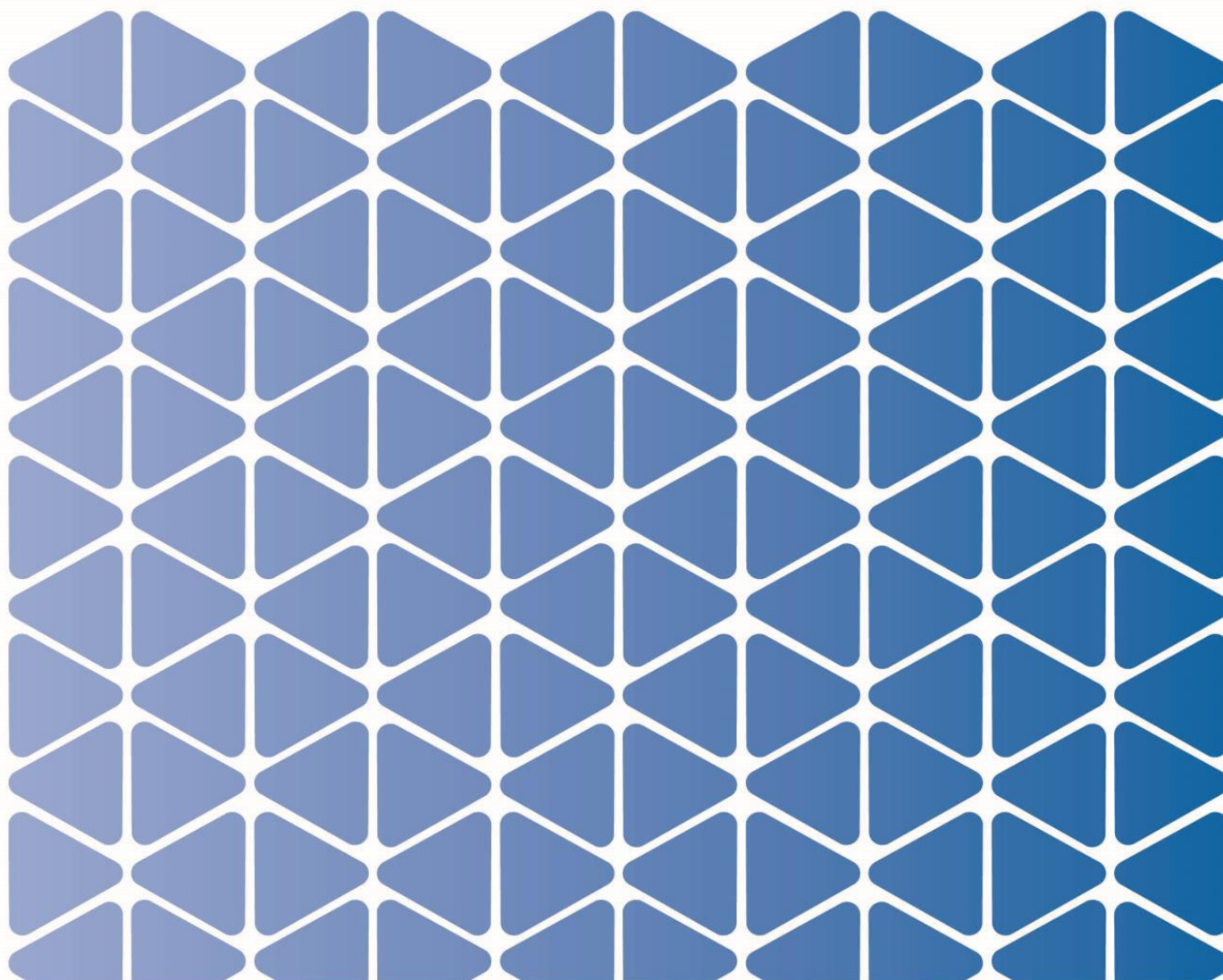


PATIENT INFORMATION LEAFLET

**PAEDIATRIC CLINICAL PSYCHOLOGY &
DIABETES**

**Information for children & young people with
Type 1 diabetes, and their parents**



Paediatric Clinical Psychology & Diabetes

Information for children & young people with Type 1 diabetes, and their parents

What is Paediatric Clinical Psychology?

Paediatric Clinical Psychologists specialise in working with children, young people and their families. We are trained in child development, and in a variety of different talking therapies. The focus of our work is helping with adjustment, coping and living well with diabetes.

Clinical Psychologists are part of the diabetes team. Like the rest of the team, we understand that managing diabetes is a daily job that can affect you and the people around you. People can sometimes feel fed up, worried, stressed, upset or angry. These feelings are very understandable given the pressures of living with diabetes.

If the pressures of diabetes become overwhelming, working with a psychologist can help to manage difficult thoughts and feelings, and recognise the influence they can have on your behaviour and health. We will listen, talk things through with you and try to help you find ways of coping with the difficulties that you and your family may be facing.

Myth-buster:

Seeing a psychologist doesn't mean you are 'mad' or there is something wrong with you!

Why might you be offered an appointment with a Diabetes Team Clinical Psychologist?

We believe that medical and psychological care go hand in hand. We're here to help you with all sorts of things, such as:

- ✓ Providing a space to work through your/your family's feelings about diabetes e.g. worry, stress, sadness, anger
- ✓ Worries about how diabetes may affect your life at school, at home, or with friends
- ✓ Support with how you could talk to other people about your diabetes
- ✓ Providing support with learning to take control of diabetes and coping with its day to day management
- ✓ Coping with procedures or treatments you may be worried about, for example dealing with needles and blood sugar monitoring
- ✓ Dealing with feelings of disappointment when your diabetes self-care isn't going to plan
- ✓ Support with the impact diabetes care can have on your various relationships, such as people in the family getting frustrated
- ✓ Coping with physical changes you may experience, such as changes in body weight

Where are the Clinical Psychologists based?

The Diabetes Team Clinical Psychologists cover the whole of Worcestershire and are able to offer appointments on different days during the week at: Kidderminster Treatment Centre and Worcester Royal Hospital. You will be offered an appointment at your nearest hospital.

- We are able to offer appointments between the hours of 9:00 – 5:00, therefore your appointments may be during school time. We are able to provide appointment letters for school.
- There is a high demand for after school appointments and a very limited number of these, so we are not able to guarantee after school appointments.

What happens during the first appointment?

Everyone is different, so the kinds of worries or difficulties you may have will guide how we try to help. We may see you on your own or with family members (this is up to you!), and appointments can last up to 50 minutes.

At your first appointment...

- We just want to start to get to know you and find out what you would like to be different, or how we might help.
- We know that people in the family can sometimes have different ideas about this!
- We will talk about your diabetes, what you think about things and how you are feeling, what you are struggling with and what has been going well.
- We will also talk about your hobbies and interests, what you do during the day, school/college, friends and family, and the things you are good at. You can talk to us about what you think is important.
- We use this information to help us gain a picture of how things have been for you and how we might help and support you. This may take more than one appointment – everyone's different!
- You may wish to meet with us as a one-off occasion, arrange a series of appointments or talk over the telephone or via video call.
- Parents can talk to us by themselves if there are things they want to discuss without their children being present, and young people can also be seen without their parents if this is what they prefer.

- We may decide that a different service would be more helpful for you, so we may arrange for you to see someone else or suggest you contact them directly.

Myth buster:

Psychologists do not prescribe medication and do not do any physical examinations

Is it confidential?

We respect your privacy and feel it is important for us to keep what you say confidential (private).

- We will tell the diabetes team that we have met, and your GP may also know that we have met, but the details of what we talk about can be kept private.
- There may be times when it might be useful for other people such as your family, school or medical team to know how you're feeling, so that they can best support you.
- We will always talk to you first about what information can be shared, and who with.
- There are rare occasions when we may need to share information if we are worried about your safety, or the safety of someone you know, if someone is at risk.

How do I book an appointment?

If you feel that meeting with a Diabetes Team Clinical Psychologist is something that could help, just ask your diabetes consultant, specialist nurse or dietician to talk to us or contact us directly.



Dr Amy Symonds

South Worcestershire Clinical
Psychologist

Wednesday – Friday

Tel. **07525906557**



Dr Victoria Smalley

Bromsgrove, Kidderminster &
Redditch Clinical Psychologist

Tuesday, Wednesday (until 2pm),
Thursday

Tel. **07599 101224**

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.