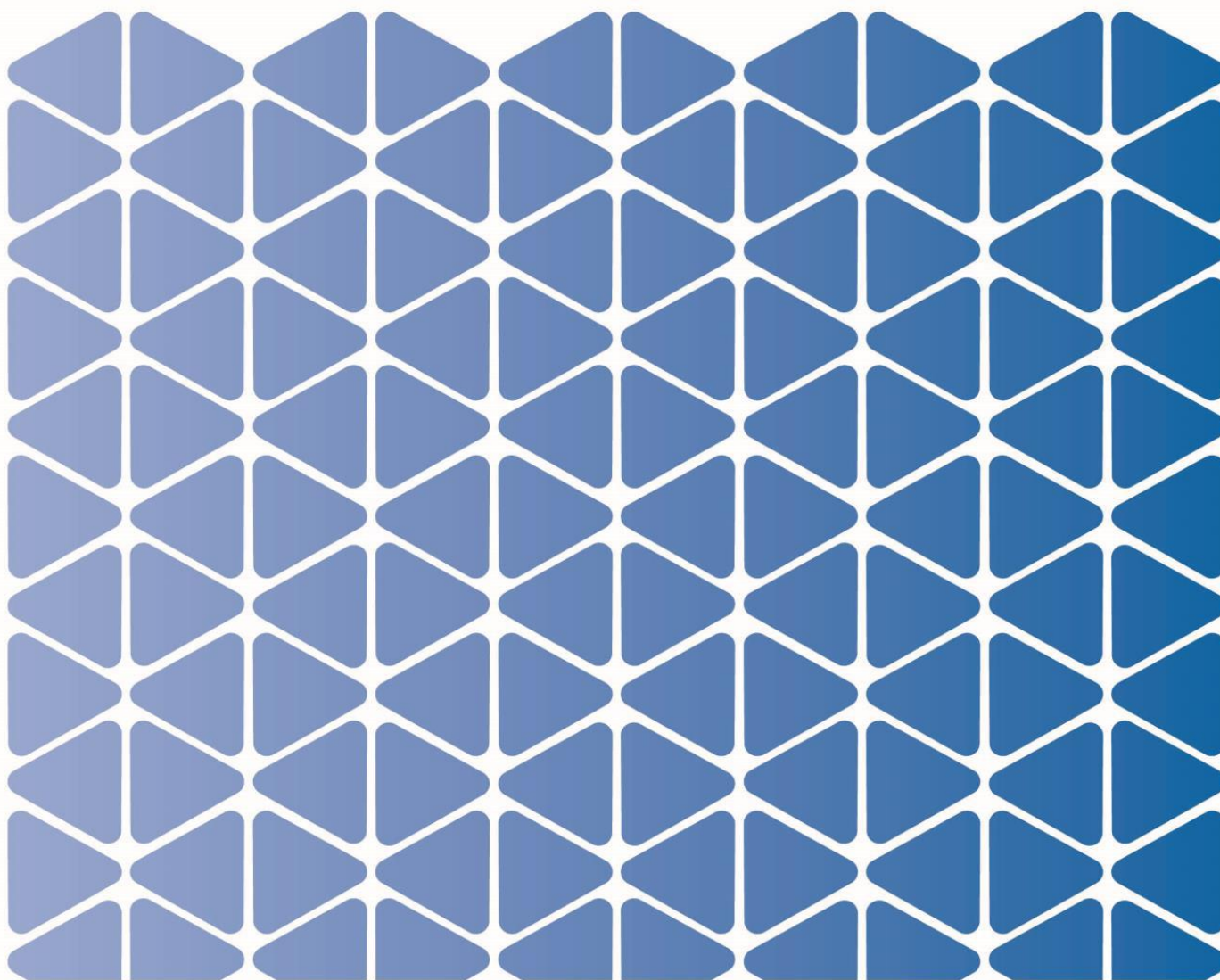




PATIENT INFORMATION

PAEDIATRIC CLINICAL PSYCHOLOGY AND DIABETES

INFORMATION FOR CHILDREN AND YOUNG
PEOPLE WITH TYPE 1 DIABETES



Paediatric Clinical Psychology and Diabetes

What is Paediatric Clinical Psychology?

- Paediatric Clinical Psychologists have training in child development and understanding how people think, feel and behave. They specialise in working with children, young people and families around coping, adjustment and living with a medical condition and/or its treatment.
- The Clinical Psychologists are part of the diabetes team, and alongside the rest of your diabetes team, are here to help. We can talk with you and try to help you find ways of coping with difficulties that you and your family may be facing. Like the rest of the team, we understand that managing diabetes is a daily job and can affect you and the people around you. People can sometimes feel fed up, worried, stressed, angry, upset or down. We aim to help you and your family understand the links between diabetes, how you think and feel, and the things you do to see if there are ways in which we can help things to feel better.
- It can also sometimes be difficult to look after diabetes with the various things to remember and do. Finding ways of fitting diabetes care in with other parts of everyday life so that it doesn't feel like diabetes is ruling things is important.
- *Mythbuster: you do not have to be mad or bad to see a psychologist!*

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

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

- Coping with treatments you may be worried about, for example dealing with needles and blood sugar monitoring.
- Offering support and ways to cope with unpleasant feelings around having diabetes e.g. sadness, worry, anger, stress.
- Support with learning to take control of diabetes and coping with any difficulties you may face with its day to day management.
- Dealing with feelings of disappointment when your diabetes self-care isn't going to plan.
- Support with managing difficulties that may occur when people in the family get frustrated.
- Worries about how diabetes may affect your life at school, at home, or with family and friends.

Where are the Clinical Psychologists based?

- The psychologists cover the whole of Worcestershire and hold clinics on different days during the week at the hospitals: The Alexandra Hospital, Redditch; Worcester Royal Hospital and Kidderminster Hospital and Treatment Centre.

- You will be offered an appointment at your nearest hospital but there may be some flexibility with the days or times if you are able to travel to another hospital.
- Our clinics usually run between the hours of 9:00 – 5:00, therefore your appointments may be during school time. 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?

- Everybody is different, so we try to help you according to what worries or difficulties you have.
- We may see you on your own or with family members and appointments can take up to one hour.
- At your first appointment we just want to start to get to know you a little bit and find out what you would like to be different. We know that people in the family can sometimes have different ideas about this. We will talk about your diabetes, how you are feeling, what things you are struggling with and what things have been going well. We will also talk about your interests, school/college and friends and family. 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!
- The structure of our appointments can be flexible, you may wish to meet with us as a one-off, arrange a series of appointments or talk over the telephone. You can be seen on your own and/or with parents/carer. Parents can have time for themselves if there are things they want to talk about without their children 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, so we may arrange for you to see someone else or suggest you contact them directly.
- *Mythbuster: 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 and your GP that we have met, but the details of what we talk about can be kept private.
- There may be some times where it might be useful for other people such as your family, school or medical team to know how you're feeling, so that they too can support you.

- We will always talk to you first about what information we would like to be shared, and who with.
- There are rare occasions when we may need to share information against your wishes if we are worried about keeping someone safe if we feel they are at risk of harm.

How do I book an appointment?

- If you feel clinical psychology is something that could help and you would like to see one of us, then just ask your diabetes consultant, specialist nurse or dietician to talk to us or contact us directly.



Dr Catherine Binney
Clinical Psychologist
South Worcestershire
Tel: 07715 634365



Dr Natalie Craddock
Clinical Psychologist
Kidderminster & Redditch
Tel: 07876 652731

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.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

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