

Contact telephone number

Lesley Shaughnessy (Team Administrator)

01438 284957

Helpful resources

- **The Samaritans** - Support by phone. Call free on **116 123** anytime.
- **Living Life** - Support by phone using Cognitive Behavioural Therapy (CBT). Either GP referral or you can call the free phone-line direct on **0800 328 9655** (Monday to Friday, 1pm - 9pm) or visit on-line: <http://www.nhs24.com/usefulresources/livinglife/>
- **Hertfordshire MIND Network** - Call **0203 727 3600**. For more information on services and courses available: www.hertsmindnetwork.org/
- **MoodGYM** - Free on-line CBT: <https://moodgym.anu.edu.au/welcome>
- **7 cups** - On-line therapy or counselling: <https://www.7cups.com/> or download the app.
- **Campaign Against Living Miserably (CALM)**
Mental health support for men via website, helpline and web chat. Call free on **0800 58 58 58** (lines are open 5pm till midnight). <https://www.thecalmzone.net/>

Reference

King's College Hospital (2008) Renal Social Workers & Renal Counsellors. Information for patients, partners and carers. RE013.

Date of publication: June 2011

Author: H Clayton

Reference: RCS Version: 03 (Feb 2017)

Review Date: February 2020

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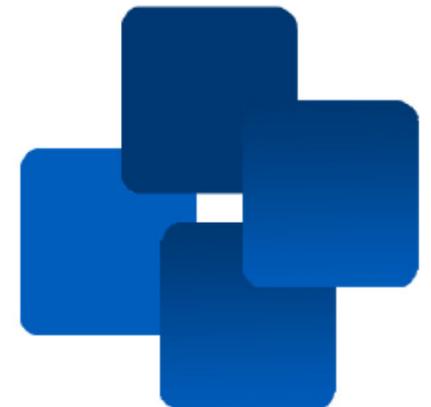
www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

Patient Information

Renal Psychology and Counselling Service

Renal Department



Introduction

The Renal Psychology and Counselling Service is free and available to patients under the care of the renal department, and separately to family members, partners and carers.

Why psychological or counselling support may be helpful

Having kidney failure, or caring for someone with kidney failure, can bring about a mixture of feelings including sadness, anger and anxiety. These feelings are common but can be hard to cope with at times. A psychologist or counsellor from the team can offer a range of psychological therapies to help you to work out how to deal with negative thoughts and feelings and to make positive changes.

Listed below are just some of the topics that people come to see us about:

- Adjusting to life on dialysis or with a transplant
- Managing treatment regimes
- Phobia of needles
- Coming to terms with your diagnosis
- Difficulty coping with the uncertainty about your health and future treatment
- Withdrawing from dialysis

What you discuss will be treated confidentially. If it is felt that you are vulnerable/need additional support then we would discuss this with you prior to speaking to another professional to provide the extra support.

What will happen if I choose to make an appointment?

If you choose to make an appointment, you will meet with someone from the team for about 50 minutes to talk about your current difficulties. You may also be asked to complete a short questionnaire about how you have been feeling. You will then decide with the psychologist or counsellor what form of support would best suit your needs. This may include meeting up several more times or it may be that a referral to another service would be more helpful for you.

Accessing the Renal Psychology and Counselling Service

If you would like to arrange to speak to one of the team you can access the service by speaking to a member of your renal health care team.

Alternatively, you can self-refer by contacting the service directly by telephoning the number below:

Lesley Shaughnessy (Team Administrator) 01438 284957

or email: renalsupportservice.enh-tr@nhs.net

One of the team will aim to see you for an assessment within two weeks of us receiving the referral.

If English is not your first language, or if there is a communication difficulty, then we also have access to an interpreting service if required.

Appointments

The Psychology and Counselling Service is based at the Renal Unit at the Lister Hospital. However, we also attend the haemodialysis satellite units.

When making the appointment the venue will be confirmed. A map and directions can be provided if necessary. All venues are wheelchair accessible.

Appointments are held Monday to Friday, from 8am to 4pm.

It may be possible to make appointments outside of these hours.

If you are unable to attend an appointment, please let us know as soon as possible on the telephone number shown above. You can also leave a message on this number. We will call you back as soon as we can to arrange an alternative appointment.