

# Renal Psychological Service

## Introduction

The Renal Psychological Service is free and available to patients under the care of the renal department. The service also supports family members, carers, and partners of renal patients.

## Why psychological 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. The Renal Psychological Service Team offer a range of psychological therapies to help you to work out how to deal with difficult 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
- Feeling worried about an upcoming medical procedure

## What will happen if I choose to make an appointment?

If you choose to make an appointment, you will be contacted by someone from the team 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 team member 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 Psychological 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 healthcare team.

**You can also self-refer by contacting the service directly:**

Email: [rps.enh-tr@nhs.net](mailto:rps.enh-tr@nhs.net) or leave a message on telephone number: 01438 284957

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

## Appointments

The Renal Psychological Service is based at the Renal Unit at the Lister Hospital. However, we also attend most of the haemodialysis satellite units and we offer support via telephone and via video sessions.

When making the appointment the venue will be confirmed.

All venues are wheelchair accessible.

**Appointments are held Monday to Friday, 9.30 am to 3.30 pm and can be in person (face to face), by telephone or by video link. The video software used is NHS approved 'Attend Anywhere'.**

## Team members

The service is provided by members of the psychological profession such as a psychologist, counsellor or psychotherapist.

## Confidentiality

Confidentiality is very important. Usually what you and your therapist discuss will be kept confidential, but there are some exceptions which will be discussed with you during your initial appointments.

## Helpful resources

- **The Samaritans** - support by phone.  
Call free on 116 123 anytime <https://www.samaritans.org>
- **Hertfordshire MIND Network**  
Call 0203 727 3600. For more information on services and courses available:  
<https://www.hertsmindnetwork.org>
- **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 until midnight). <https://www.thecalmzone.net>
- **Insight Timer App**  
Free meditation and yoga app to help with sleep, anxiety and stress. Also includes music and talks. <https://insighttimer.com/>
- **SHOUT 85258**  
Shout 85258 is a 24/7 UK text messaging service for people who feel they need immediate emotional support, but don't want to speak via the telephone - Text 85258  
<https://giveusashout.org>
- **STAY ALIVE App**  
This is a UK app, offering support for those affected by thoughts of suicide or if you are concerned about someone else who you feel may be at risk of having suicidal thoughts  
<https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app>

- **The Silver Line**

The Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day Call 0800 4 70 80 90 <https://www.thesilverline.org.uk/>

## Useful contact details

### East and North Hertfordshire NHS Trust:

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

### Renal Psychological Service:

- Telephone 01438 284957
- Email - [rps.enh-tr@nhs.net](mailto:rps.enh-tr@nhs.net)

## Leaflet information

**You can request this information in a different format or another language; please speak to your doctor or nurse.**

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