

## Contact details

Psychological Support Service ☎ 01438 284957

Email: [renalsupportservice.enh-tr@nhs.net](mailto:renalsupportservice.enh-tr@nhs.net)

## Helpful resources

- **The Samaritans**  
Call free on **116 123** anytime for support by phone, or email: [jo@samaritans.org](mailto:jo@samaritans.org)  
[www.samaritans.org](http://www.samaritans.org)
- **Every Mind Matters**  
Information and tips to improve your wellbeing. Take the quiz to get a free personalised mind plan.  
[www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)
- **Shout**  
Free 24/7 text support for people in crisis. Text **SHOUT** to **85258** in the UK to text with a trained Crisis Volunteer.
- **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).  
[www.thecalmzone.net](http://www.thecalmzone.net)
- **Lister Area Kidney Patients Association: (LAKPA)**  
Local support charity for kidney patients and family members (includes Lister, Luton, St Albans, Bedford and Harlow renal units)  
[www.lakpa.org](http://www.lakpa.org)
- **Recommended Apps**  
[www.nhs.uk/oneyou/apps/](http://www.nhs.uk/oneyou/apps/)

Date of publication: June 2011  
Author: H Clayton, C Gallagher  
Reference: RST Psych Version: 04 (Feb 2020)  
Review Date: February 2023  
© East and North Hertfordshire NHS Trust

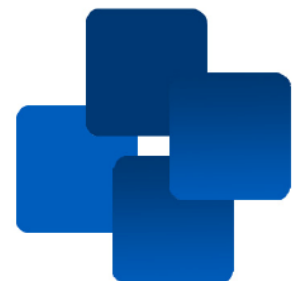
[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)

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

## Patient Information

# Renal Psychological Support Service

Renal Department



## What is the Renal Psychological Support Service?

The Renal Psychological Support Service is available to patients, family members, partners and carers. The service is free.

Having kidney failure, or caring for someone with kidney failure, may bring about feelings of sadness, anger and anxiety. These feelings are natural and quite common, but can be hard to cope with at times.

The Renal Support Team can offer a range of psychological therapies which may help you cope better with difficult feelings and thoughts, such as:

- Insomnia, fatigue, depression and/or anxiety
- Coming to terms with a diagnosis or treatment
- Intrusive thoughts
- Anger and stress
- Feeling tearful
- Fear of the future
- Lack of concentration
- Relationship changes
- Loss: loss of identity '*my old self*'; loss of independence
- Body changes
- Grief, bereavement or fears about death

We offer help for other emotional difficulties as well.

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

In the first session you will meet with one of the Renal Support Team therapists for about 1 hour. They will ask you for some background details and to describe what you are worried about. The therapist will explain how the service operates at the first session.

The purpose of the first meeting is to decide whether you feel comfortable speaking to the therapist and whether you both feel that further sessions will be of benefit to you.

## About the service

### What is it?

Psychological support is about exploring your thoughts, feelings and actions in a non-judgmental, positive space and looking at what you can change. It is about looking at things from different perspectives and possibly making changes to what you usually do in order to feel better.

### How can I get referred to the service?

The best way is to self-refer to the Psychological Support Service:

- Telephone - **01438 284957** or,
- Email - [renalsupportservice.enh-tr@nhs.net](mailto:renalsupportservice.enh-tr@nhs.net)

Alternatively, tell one of the renal staff or clinicians that you wish to be referred for psychological support.

### Session times

Sessions are offered Monday to Friday, between 9am and 4:30pm at Lister Hospital and at the other renal units.

### How many sessions will there be?

Usually you will be offered up to 12 sessions, but you and your therapist may decide together that you need fewer sessions.

### How often are the sessions?

To obtain benefit from the sessions, you will need to attend them regularly; this is usually either weekly or fortnightly.

### Is it confidential?

The therapist will explain the limits of confidentiality in your first or second session. Most of what you discuss in your session is confidential, but certain things will be shared with your clinicians, including your GP.

### Where will I be seen?

You will usually be seen in a private consulting room, **not** on the dialysis unit itself.

**To book an initial session, please call 01438 284957**