

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 if their worries are in connection with living or caring for someone who has a renal condition.

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 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 or if you live or care for someone with a renal condition.
- 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 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 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.

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 (for example, harm or risk to self or others).

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 health care team.

You can also self-refer by contacting the service directly either by email or phone.

Email: rps.enh-tr@nhs.net or leave a message on: 01438 284 957

One of the team will aim to see you for an assessment, usually 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 Renal Psychological Service is based at the Renal Unit at the Lister Hospital. However, we also attend the haemodialysis satellite units and we offer support via telephone and via video sessions.

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 9:30 am to 3:30 pm and are offered by in person, by telephone or by video link. The video software used is NHS approved 'Attend Anywhere'.

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 by leaving a message on **01438 284 957**. We will call you back as soon as we can to arrange an alternative appointment.

Team members

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

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>

