

Introduction

You have been referred to the department of Medical Psychology. We hope that the information in this leaflet will answer some of the questions you may have about our service and help to make your first visit more relaxed.

Who are we?

We are a small team of clinical psychologists who work closely with doctors and their teams at both the LGH and the LRI. We have special expertise in assessing and treating the psychological factors that commonly arise from or contribute to physical health problems.

We usually see people on their own, but we also run groups for people who have similar problems.

We use various treatment approaches, depending on the problem. We may set tasks for you to work on at home.

We differ from psychiatrists in that we are not medically trained and we do not prescribe drugs.

What is the first step?

Before we can decide whether we can help you we need to know more about you and your problem.

We would therefore like you to ring us on **0116 258 4958** to arrange an assessment appointment with one of the team. You can be seen at either the LGH or the LRI. We also have a small number of appointments available in Loughborough and in Oakham. We generally work between 9 am and 5 pm. If you have a preferred time for appointments, please let us know and we will try to accommodate you.

When we write to confirm your appointment we will send you a couple of brief questionnaires to fill in that will help us to understand your problem. You will also be asked for information for our records (e.g. your name and address, the name and address of your GP, and a contact telephone number).

What will happen when I arrive for my first appointment?

Car parking is limited so it is advisable to arrive early to give yourself time to park.

On arrival in the department you will be asked to return your questionnaires.

It is our policy not to keep people waiting so you should not have to wait more than 10 minutes beyond your appointment time. If you arrive more than 10 minutes late we cannot guarantee that you will be seen and another appointment may have to be made.

First meeting with the psychologist

Your first appointment will last approximately an hour. This meeting will be an opportunity for the psychologist who is assessing you to get to know a bit about you and your problem.

You will have an opportunity to talk about your difficulties and the psychologist will ask questions about this and other aspects of your life (for example about your relationships, medical history, etc).

After one or possibly two assessment sessions you and the psychologist will decide together whether you are likely to benefit from psychological treatment or whether another service might be more suited to your needs

What happens next?

If you and the psychologist assessing you agree that further appointments are likely to be helpful, you will be placed on our waiting list for therapy. As soon as a psychologist is available to offer you ongoing help, we will send you an appointment. The number of appointments that people have varies, depending on their individual circumstances. We usually offer 4 to 6 sessions to start with, each of which can last up to 60 minutes.

If you have a partner, the psychologist may suggest that you invite him or her to attend some of the sessions with you.

Will the psychologist tell anyone what I have said?

The person who referred you and your GP will be informed of the outcome of your assessment and will be informed of your progress from time to time.

All information about you is treated as confidential. However, if you tell the psychologist something that makes him or her think that you or other people are at risk of harm, they may need to disclose this. Should this happen the psychologist will discuss this with you.

You are able to see any letters written about you if you want to. Please discuss how to go about this with the psychologist you are seeing.

How do I find the Department of Medical Psychology?

The department of Medical Psychology is based in Hadley House (a detached house in the grounds of the Leicester General Hospital), and in the Victoria Building at the Leicester Royal Infirmary. You will be sent a map and directions to the appropriate location when we confirm your assessment appointment.

What if I can not attend my appointment?

If you are unable to attend an appointment please let us know as soon as possible as we may be able to offer it to someone else.

Please note that it is Trust policy to discharge patients who fail to attend an appointment without giving us any warning.

What if I have any comments or complaints?

We aim to provide a high quality service and are interested in your views about the department, whether they are positive or negative. Therefore, you may be asked to complete a brief questionnaire to let us know your views about the service.

If you are unhappy with the service that you are receiving, we hope that you will feel able to discuss this with the psychologist concerned. If not, please ask to speak to Dr Susan Levey (the Head of Service for the department of Medical Psychology).

Conclusions

We hope that this leaflet has answered some of the questions you may have had about your referral to the department of Medical Psychology. If you want further information please call us on **0116 258 4958** or **258 5227**.

University Hospitals of Leicester NHS Trust
and Leicestershire Partnership NHS Trust

Introduction to the
**DEPARTMENT
OF
MEDICAL PSYCHOLOGY**

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