

INFORMATION FOR PATIENTS

Emergency Department

A service for Adults and Children

***Emergency Department
Clinical Psychology Service
for Adults and Children***

Who are we?

- **There are several Clinical Psychologists working in this service. We are:**
 - Dr Maggie Bellew, Consultant Clinical Psychologist
 - Dr Andrea Brown, Senior Clinical Psychologist
 - Dr Rachel Mandela, Senior Clinical Psychologist
 - Dr Karen Hardwick, Senior Clinical Psychologist
 - Dr Louise Johnson, Clinical Psychologist

What support can we offer?

Our Service offers help for any patient and/or significant other(s) (i.e. relative, partner, friend) who might require emotional support relating to an injury, illness or bereavement in the Emergency Department.

- We see both children and adults who have attended the Emergency Department at Leeds General Infirmary or St James's Hospital.
- We offer appointments for counselling, therapy and support.
- We can see individuals, couples, families and groups.
- We are able to offer one off appointments or a series of appointments.
- We are able to attend your medical consultations with you.
- We are able to talk (with your consent) with other agencies that you are involved with, e.g. social services, other medical teams. This can help us to co-ordinate our input with other care you may be receiving.
- We can offer information and guidance about other services.

What can we help with?

Clinical Psychologists are trained to help people talk through their problems. The person you see will have an understanding of the psychological effects of injury, illness and bereavement. You will not have to talk about anything that you don't want to. Some examples of the things we can help with are:

- Coping after a traumatic event.
- Help with symptoms if you have experienced a trauma, e.g. nightmares, images of the accident, distressing thoughts.
- Coping with an injury or illness.
- Bereavement.
- Adjusting to the outcome of medical assessments, treatments and procedures.
- Low mood and anxiety in relation to your attendance at the Emergency Department.
- Panic attacks in children.

Where will you be seen?

- Clinical Psychology outpatient appointments take place in Clarendon Wing of The Leeds General Infirmary, or Fielding House at St James's Hospital.

Confidentiality and Consent

- Confidentiality and issues related to consent will be discussed with you at your first meeting and you will have the opportunity to ask any questions you may have.
- All information that you share with us is treated confidentially unless there are concerns that someone's safety is at risk.
- Letters may be exchanged with other professionals involved in your care so that we can provide you with the best quality care. However, if there is information that you do not want to be shared, you can talk to the psychologist about this.
- You have the option to receive copies of any letters written by the Clinical Psychologist about you.

Accessing the service and contact Information

To gain access to our service you can ask one of the Emergency Department staff to refer you, or you can contact us yourself by phoning 0113 2066375 (during office hours) and asking to speak to one of the Emergency Department psychologists. If you have any questions about the service please also feel free to call us.

Compliments and Complaints

We hope that you have been happy with all the care you have received. We are dedicated to providing the children and their families with a high standard of care. However, if you feel unhappy about something that has happened please speak to a member of the team who will discuss the complaints procedure with you and provide you with the documentation.

Written by:

Dr Maggie Bellew, Consultant Clinical Psychologist
Dr Andrea Brown, Clinical Psychologist
Dr Chloe Miller, Clinical Psychologist
Dr Nigel Wainwright, Clinical Psychologist
Dr David Aaron, Clinical Psychologist

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