Haematology Psychology and Counselling Service
(for patients with blood cancer, red cell disorders and other non-cancer conditions)
If you would like this document in another language or format, or require the services of an interpreter, contact us on 020 3447 8663. We will do our best to meet your needs.

1. Introduction
This booklet provides information about the Haematology Psychological and Counselling Team at University College London Hospitals NHS Foundation Trust (UCLH). We are a team of psychologists and counsellors, who are experienced in working with people with haematological and physical health problems. We have a broad range of advanced therapeutic skills and expertise.

2. How can seeing a psychologist or counsellor help you?
Having a serious physical illness can be a stressful experience and can be difficult to cope with. Being ill can have an effect on your emotional wellbeing and on other aspects of your life. Talking with family, friends and your healthcare team can provide important support to help you manage difficulties. Some people also find it useful to talk with a psychologist or counsellor to discuss the impact illness and treatment can have on their quality of life, ways of coping, and thoughts and feelings.

Seeing someone from our team is a normal part of your care at UCLH, just like seeing any other healthcare professional. Our focus is on your emotional and psychological wellbeing as well as on your physical health. We use evidence-based talking therapies to help you cope with the impact illness may have on you and your family.
3. What sorts of problems can the team help with?

It is normal for people to feel lots of different emotions when faced with serious health problems. Physical illness can affect people in many different ways. Examples of what our team can help with are:

• Understanding and adjusting to your diagnosis and illness
• Talking about worries and concerns related to your illness (e.g. worries about your future, family, wellbeing and physical appearance)
• Thinking about and making adjustments to the impact illness may have on your identity, confidence and self-esteem
• Managing stress, uncertainty and change
• Coping with feelings of anxiety and loss
• Managing low mood, anger and depression
• Dealing with any cognitive difficulties (e.g. memory problems) associated with your illness or treatment
• Coping with difficulties in your relationships and your contact with healthcare professionals
• Coping with symptoms (including pain, fatigue, discomfort and sleep problems)
• Managing the impact of your treatment and readjusting to life after treatment
• Fear of death.
4. How can I arrange to meet a psychologist or counsellor?
You can ask someone from your healthcare team to refer you to our service. We also accept referrals from staff on the wards, day care, ambulatory care and the Macmillan Support and Information Service on the ground floor of the University College Hospital Macmillan Cancer Centre.

If you would like to speak to us directly, one of our team would be happy to talk with you about whether psychological support might be useful for you. Please call our team administrator on 0203 447 8872 or leave a message. We will return your call as soon as possible.

5. Can I be seen with my family or can my family member be seen individually?
We are aware that serious illnesses can also have an impact on relatives and carers. We are able to see people with a partner or family member and to see family members on their own (if preferred) for some short-term individual support.

6. Confidentiality
All sessions are confidential and details will not be routinely shared with other people or professionals without your permission. If we think it would be helpful (and in the best interests of the management of your illness) to share information with other health professionals involved in your care, we will discuss this with you and ask for your permission.

We will keep brief notes of the meetings we have with you. These notes are separate from medical notes and cannot be read by anyone else in the hospital without your permission.
7. How long will I wait for my first appointment?
After we receive a referral, we aim to offer a first appointment as quickly as possible. Depending on the current number of referrals, we will usually be in contact with you within two weeks for inpatient referral and within six weeks for all other referrals.

If you feel you need to be seen more urgently, please speak to your clinical team or GP. In the case of an emergency, you should visit your local Emergency Department (A and E).

8. Contact details
If you have any further questions about our service or would like to discuss the possibility of a referral, please contact a member of your clinical team, drop into the Macmillan Support and Information Service on the ground floor of the Cancer Centre, Huntley Street, London WC1E 6AG or call our service directly:

Haematology Psychology and Counselling Service
Direct line: 0203 447 8872

9. What other services are available?
The Haematology Support Group
The Haematology Support Group provides a relaxed space where anyone affected by haematological conditions can meet, share information, ask questions and offer support to one another. The group meets on the second Wednesday of every month 17:30 to 19:30 in the UCH Macmillan Cancer Centre and is facilitated by a senior haematology counsellor. All patients, family members and friends are welcome to attend. For information please call 0203 447 8663.
The Macmillan Support and Information Service
The support and information specialists provide emotional support, practical advice, and information to anyone affected by cancer or red cell condition. The specialists are experienced healthcare professionals, who are based in the service. They can see patients, their families, and friends at any stage of their cancer or red cell condition. You do not need an appointment or referral.

There is a “Wellbeing programme” of courses and workshops to help you manage the impact of cancer on your life.

The specialists can also refer you to the wig service, complementary therapy, dietitian, welfare and benefits, and the psychological and emotional care team.

You don’t need an appointment to visit the Macmillan Support and Information Service, and the team ensure that visitors are seen as quickly as possible.

**Address:** University College Hospital Macmillan Cancer Centre, Ground Floor, Huntley Street, London WC1E 6AG

**Telephone:** 020 3447 8663 (enquiries for all services, including welfare and benefits)

**Email:** supportandinformation@uclh.nhs.uk

**Website:** www.uclh.nhs.uk/msis

**Opening hours:** 09:00 to 17:00, Monday to Friday

**UCLH Complementary Therapy Service**
Complementary therapies are available to all inpatients, outpatients, relatives and carers. Services on offer include aromatherapy, massage, reflexology, reiki and relaxation.

**Telephone:** 0203 447 8157
Patient Advice and Liaison Service (PALS)

PALS is a patient-friendly, easy-to-access service designed to provide a personal contact point to assist patients, relatives and carers. If you have a problem that you have been unable to resolve, PALS can help you.

The University College Hospital PALS office is located on the ground floor of the main hospital building and is open from 09:00 to 16:00, Monday to Friday.

Telephone: **020 3447 3042**

Email: **PALS@uclh.nhs.uk**

10. How to get here

**University College Hospital Macmillan Cancer Centre**

Huntley Street, London WC1E 6AG (map on back page)

Switchboard: **020 3456 7890** or **0845 155 500**

(There is no additional service charge for using an 0845 number. The cost is determined by your phone company’s access charge.)

Website: **www.uclh.nhs.uk**

For more information on all the haematology services provided at UCLH please go to **www.uclh.nhs.uk/blooddisorders**