

# Psychology service for people with cancer and their families

## Georgina Unit Patient Information Leaflet

### Introduction

This leaflet describes the Clinical Psychology Service we offer for people with cancer and their families. It will help you decide if using the service could be helpful to you.

Most people feel shocked when told they have cancer and do not know what to think. You may:

- Feel confused
- Feel upset and worried
- Feel shocked
- Feel angry
- Have difficulty in adjusting to the diagnosis
- Lack information or understanding

You might not have all the feelings covered on the previous page or you may have several at once. Your feelings may not all be negative. The feelings listed are part of the process that many people go through while trying to come to terms with their illness.

Most people will have some of these feelings. Sometimes people find that with the support of their family, friends and the medical team around them, they can manage these feelings and gradually adjust to their illness and treatment plan.

However, some people find that speaking with their loved ones about their illness can be very hard and so find that they cannot talk about how the illness is affecting them emotionally. As a result, some people may find themselves less able to cope emotionally with their illness.

## **What is the Clinical Psychology Service?**

It provides psychological and emotional support to patients and their families.

As psychologists, our role is to help people like you cope and adjust to the emotional stresses that can happen when one is physically ill.

Seeing one of us is just like seeing any other member of the healthcare team except that we focus more on how a person is thinking and feeling about the illness. Psychologists are trained to understand and help those people they work with understand behaviours, emotions and thoughts.

## **What happens if I want to use the service?**

If you decide that you want to meet with a psychologist or if one of the medical team suggests you meet with a psychologist, the nurse or doctor will refer you to the service. Shortly after this, often within a few days, the psychologist will come and meet with you if you are in hospital.

If you are an outpatient, they will write to you and ask you to 'opt into' the service and we will send an appointment time to you.

## **Where do the appointments take place?**

The meeting can happen at the hospital, at Cross Street Health Centre in Dudley town centre or in some cases at people's homes.

Sessions can be arranged any time between 9am to 5pm, Monday to Friday. Sessions can be arranged on a regular basis; for example, weekly, fortnightly or every now and then.

## **How long do the appointments last?**

Each appointment can last between 20 and 60 minutes and can involve just you, you with your loved one or the whole family. It is your choice.

## **What happens at the appointments?**

The first meeting is an opportunity for you to get to know the psychologist, explore what you want to gain from the time together and see if you would like to meet again.

## **What about partners or loved ones?**

We realise that having an illness such as cancer affects not only the individual person but also their loved ones and family. Therefore, the service is open to loved ones of the patient.

## **Will what I say be confidential?**

Confidentiality is very important to establishing trust and in general, what you say to a psychologist will be kept confidential. However, in exceptional circumstances such as those where there may be a risk to you or to others, we may have to pass on information you have given without your consent.

## **Can I find out more?**

If you have any comments or queries about the Clinical Psychology Service, please contact Dr Chantelle Osborn, Clinical Psychologist using the details below:

Clinical Psychology Service  
c/o Mrs Sue Billingham  
Support Secretary  
Haematology and Oncology Department  
C8 Offices (opposite Ward C4)  
Russells Hall Hospital  
Dudley  
Tel: 01384 456111 ext. 1242 (8am to 4pm, Monday to Friday)  
Fax: 0121 612 3762

Russells Hall Hospital switchboard number: 01384 456111

**This leaflet can be downloaded or printed from:**

<http://dudleygroup.nhs.uk/services-and-wards/oncology/>

If you have any feedback on this patient information leaflet, please email [dgft.patient.information@nhs.net](mailto:dgft.patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

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