

**Patient  
Information**

# Linc Haematology Psychology Service

## Introduction

This leaflet gives you information about the care available from the Linc Haematology Psychology Service, listing the difficulties we can help with and what to expect at your first appointment.

It is not unusual to find it difficult to cope with a diagnosis of a haematological condition. People often describe the emotional and psychological side of dealing with a serious health condition as harder than dealing with the physical side.

Many people cope with the support of friends and family around them, but sometimes it can be helpful to meet with a psychologist if your diagnosis or treatment is having a big impact on you.

## How can a psychologist help?

Sometimes the impact of what you have been through can be hardest to manage when treatment ends.

Psychologists work with people to help them think through decisions about their treatment or to help cope with the side effects of treatment. Other concerns we can help with include:

- Anxiety, panic and worry
- Fear of recurrence
- Responses to traumatic experiences
- Depression or low mood
- Body image concerns
- Coping with fatigue, nausea, or cognitive changes
- Support with talking to children about a diagnosis
- Psycho-sexual difficulties
- Coping with treatment and being in hospital
- Coping with end-of-life care issues

## Who is the service for?

The service is available to all patients with a haematological condition who are under the care of Gloucestershire Hospitals NHS Foundation Trust.

Reference No.

**GHPI1824\_01\_25**

Department

**Psychology**

Review due

**January 2028**

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## About the psychologist's role

Psychologists are part of the clinical team and work closely with specialist nurses, doctors and other professionals. They offer psychological approaches and talking therapy to help people find ways to understand, to live well and to improve their wellbeing at any stage during treatment.

Psychologists are trained to doctoral level to use specialist assessment and therapy skills to help people manage their difficulties. They are not the same as medical doctors and do not prescribe medicine, diagnose conditions or admit people into hospital.

Psychiatrists are medical doctors who usually work with people with severe mental health needs and prescribe medication.

## What to expect at your appointment?

At the first meeting we will try to understand your concerns better, start to get to know you and what your priorities are. This meeting is usually arranged for 50 minutes to an hour. We will then discuss what might be helpful going forward, including whether more appointments would be appropriate.

Some people see a psychologist only once or twice, others for example, may meet fortnightly for 6 sessions.

You are welcome to bring a family member or loved one with you to the appointment, or you if you prefer you can be seen alone.

Appointments are held at either Cheltenham General Hospital or Gloucestershire Royal Hospital, depending on your preference.

For the first appointment at least, we prefer to see people face to face where possible, as that helps us get the best understanding of how things are for you.

We also offer video appointments if this makes attending easier for you. If neither face to face or video are possible, we can discuss a telephone appointment.

You may be asked to complete some questionnaires – these help us to understand your concerns. If you need any help, we can complete them together during the appointment.

## Patient Information

### If you need urgent help

We are not able to offer emergency help. If you feel you need urgent emotional or mental health support, for example if you are experiencing suicidal thoughts or are considering harming yourself, please contact your GP or:

#### **The Crisis Team**

Tel: 0800 169 0398

#### **Samaritans**

Tel: 116 123

If you feel that you are at immediate risk, call 999 or go to the nearest Accident & Emergency Department.

### Alternative emotional support

There are other charities locally such as Charlies, Maggie's and several hospices in Gloucestershire that offer different forms of support around emotional concerns if you feel these would be more appropriate.

You may also want to talk to your GP who might recommend some other care or prescribe medication if needed.

### Confidentiality

Information that you share with the psychologist is confidential and notes from our meetings are kept separately from your general medical notes.

However, as we work closely with your health teams, we usually feedback key themes of our work to the person who referred you or your specialist nurse, if you have one. Please let your psychologist know if you do not want them to do this (we are happy not to). However, we have a responsibility to tell someone if you are worried that you or someone else is at risk of coming to harm, although we would always try to discuss this with you first.

You will usually see the same qualified clinical or counselling psychologist throughout your care with this service.

Occasionally we offer training placements – if you are offered an appointment with a trainee clinical psychologist and would prefer to see a qualified member of staff, please let us know.

## Patient Information

### Contact information

#### Linc Haematology Psychology Service

Tel: 0300 422 8523

Monday to Friday, 8:30am to 4:00pm

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## Making a choice

### Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



### Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

\* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>