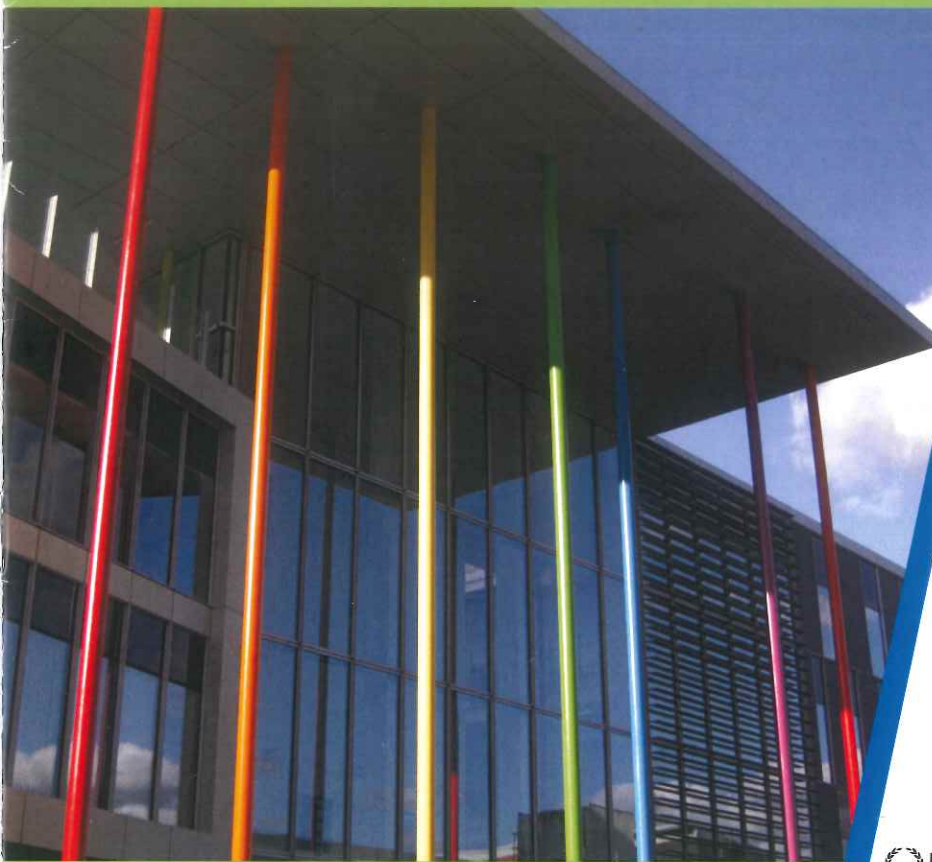




Royal Manchester Children's Hospital

About the Paediatric Psychosocial Department

Information for Parents/Carers



INVESTORS
IN PEOPLE



What is the Paediatric Psychosocial Team?

We are a specialist CAMHS team for children who are being treated at the Royal Manchester Children's Hospital. CAMHS stands for Child and Adolescent Mental Health Services.

Coping with complex health problems can be difficult for everyone at times, and there may be problems that we can help you with. Our team includes clinical psychologists and psychiatrists who have skills in helping children, young people and their families.

This leaflet will give you an idea of what to expect when your child is referred to the service. You will be offered an appointment as soon as possible, but if in the meantime the problem gets better or worse, you should let your medical team or GP know.

How can we help?

We can help with difficulties that your child may face about their health or treatment. We can also help with other emotional, behavioural or relationship problems. We aim to help children/young people and their family understand their problems and find ways of managing them. Some of the ways we do this are listed below:

- We are able to offer individual appointments where we can talk to you about any worries you and/or your child have, and ways you can manage them. We can provide counselling, therapy and support for you and your child about anything related to your child's illness, injury or condition.
- With your consent, we can talk with other people who know your child well, such as school teachers, nurses and doctors.
- We sometimes do pencil and paper tests to help us understand if there are any things your child finds difficult compared to other children of their age. We can then help you and school think about ways to support your child.

What will happen at the first appointment?

If your child is in hospital we may visit you on the ward. Otherwise, your appointment letter will tell you the name of the person or people you are going to see. Your first appointment will usually last about one hour or a bit more. Some appointments may last longer, but we will tell you in your appointment letter if this is the case. When you first get here you and your child may be asked to fill in some questionnaires before we see you.

During this session, we will talk about the current difficulties as you and your child see them. We also want to know about your family in general and may ask questions about your family's history, your child's early development, and about school. This will help us build up a picture of your child and the difficulties you are facing.

As well as being asked questions, you and your child can also ask any questions if there is anything you are unsure about. At the end of the first session, we will try to plan the next steps to help manage your difficulties.

How do we get to see a member of the Paediatric Psychosocial Team?

A member of your medical team may ask you if you would like to be referred, or you can request psychological support yourself by asking your medical team directly. If you would like to speak to us before an appointment is made, you can contact us on 0161 701 5683 or 0161 701 4514, Monday - Friday 9.00 am - 5.00 pm.

How long will I have to wait for my first appointment?

We will try to see you and your child as soon as possible and we aim to offer an initial appointment within 11 weeks. We do try to be as flexible as possible with appointment times.

If you decide that your child no longer needs our services or that you do not wish to accept the appointment offered, please let us know as soon as possible so that your appointment can be allocated to someone else.

If the appointment date/time is not convenient, please contact us on the telephone number provided and we will try to provide an alternative date/time.

Car Parking

The Harrington Building is not situated within the main building of the Children's Hospital but is near to the Hathersage Road car park. This car park is pay on foot and is situated on the corner of Hathersage Road and Upper Brook Street. Further details can be obtained from the health professional responsible for your clinical care.

Help with Transport costs

If you are receiving Income Support or Family Credit you are entitled to help with the cost of travelling to and from your appointments. If you are on a low income you may be entitled to help with your travelling costs. Please tell a member of staff if you think you may be entitled to help with travel costs.

Information Sharing

It may help us to talk to staff at your child's school or other professionals about the difficulties that are being experienced. We would not do this without your consent. After we have met, we send letters and reports to:

- The person who referred your child and to the your child's GP.
- The hospital doctors involved in your child's care.
- Your child's Community Paediatrician and other professionals as appropriate.

Access to Health Records

The Data Protection Act 1998 means patients (with a few exceptions) can see their health records.

Suggestions and Complaints

We are determined to provide the best possible service to children, young people, families and visitors. We aim to listen to your concerns, to act positively to put matters right when they may have gone wrong and listen to views and ideas about how to improve our services.

If you have any suggestions or complaints there is a leaflet available detailing how to do this – 'Help Us to Help You'. Please ask a member of staff to provide you with a copy.

Alternatively you may wish to make a suggestion or complaint by speaking to the manager of the service. The Trust also has a Patients Advice and Liaison Service (PALS) who can be contacted on 0161-220-5555. The PALS representative can also help you with any concerns, suggestions or complaints.

Contact us

Paediatric Psychosocial Department

Harrington Building
Royal Manchester Children's Hospital
Hathersage Road
Manchester M13 9WL

Tel: 0161 701 5683/4514

Fax: 0161 701 1885

E-mail: paediatric.psychosocial@cmft.nhs.uk

You can normally contact the department between the hours 9.00 am and 5.00 pm, Monday to Friday. Outside these hours, or if the lines are busy there is an answer phone available. Please leave a message and we will return your call as soon as possible.

The Paediatric Psychosocial Department is not an emergency service. In emergencies please contact your GP, local accident and emergency department or for in-patient the on-call psychiatrist.

No Smoking Policy

The NHS has a responsibility for the nation's health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

اذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفينا ترتيب ذلك لك

اگر آپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو برائے کرم ہمارے عملے کے کسی رکن سے کہیں کہ وہ آپ کے لیے اس کا انتظام کرے۔

আপনার যদি একজন দোভাষী, অথবা অনুবাদের প্রয়োজন হয়, দয়া করে আমাদের একজন কর্মীকে বলুন আপনার জন্য ইহা ব্যবস্থা করতে।

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员，请要求我们的员工为你安排



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