

Patient information

Health Psychology Service

St Paul's Eye Unit

The period following diagnosis and treatment of eye cancer can be very difficult and it is normal to experience strong emotions at this time. Although these feelings do not usually last long, they can be very frightening and difficult to deal with. For this reason, the service offers all patients telephone appointments with our Health Psychologist, Laura Hope-Stone, to talk through how they are feeling, and to discuss any worries or concerns that they have.

The Health Psychologist can suggest ways to help you adjust and cope with your diagnosis and treatment. She can also help you think about difficult decisions such as choice of treatment or whether to have a prognostic biopsy. She can help you make sense of your new situation and help you get 'back on your feet'. She will be able to recommend further information or other sources of support that may be necessary and she is also able to advise how those closest to you can access support.

What do Health Psychologists do?

Health psychologists are trained to help people with challenges they face related to their physical health. They do not prescribe drugs. Instead, they help people talk through their feelings and emotions so they can begin to make sense of their situation and they can suggest ways of dealing with it.

What happens next?

As a part of the routine care in the unit, The Health Psychologist will either visit you on the ward the day after your surgery or telephone*you seven to ten days after your discharge from hospital to arrange a telephone appointment with you if you agree.

During this appointment the time you spend speaking with her will depend on how you are feeling and how much you wish to discuss.

During the appointment she may ask you to complete one short questionnaire and this is optional.

If both of you decide that you would benefit from further support, she will arrange further appointments on the telephone, or discuss what options are available for receiving support that is closer to your home.

We recognise that not everyone wants to talk at this time and that some people prefer to talk things through with family and /or friends rather than a professional. If later on you find you would like to speak to her, you can contact her directly on the numbers shown below.

*As our Health Psychologist is often working remotely her caller ID will be displayed as 'private' or 'withheld'.

Is what I tell the Health Psychologist confidential?

The Health Psychologist will make notes in her own files to help her think about what you have talked about. These notes are stored on a password protected computer in line with requirements set down by the Information Commissioners Office (ICO). No other doctors or nurses see these. She will also make a brief note in your hospital case notes to show when she met you and, very broadly, the kind of issues you discussed.

If you agree to further psychological support the Health Psychologist will inform your family doctor (GP) that she has provided such support.

There are two situations in which the Health Psychologist is required to break confidentiality:

- ☐ If a court of law tells her to.
- ☐ If you tell the Health Psychologist something that makes her think that you or someone else is at risk of serious harm.

If you want to know more about confidentiality, it is a good idea to ask the Health Psychologist so she can discuss this with you and answer any questions you may have.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

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Service

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پښوهندیدار بهو نهخوشانهی له لایهن تراستهوه پسمند کراون، نهگمر داوا بکریټ له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریټی دهنګ، هیلی موون و نهلیکترونیکی همیه.

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