



Who are the Patient and Family Support team (PAFS)?

We are a team of staff and volunteers who offer emotional support to patients and their carers. The team includes:-

- **Qualified counsellors**
- **PAFS volunteers**
- **Chaplains**
- **Chaplain volunteers**
- **Psychologists**
- **Social work and Benefits & Entitlements Advisors**
- **Bereavement volunteers**

Who is the service for?

We support patients, families and close friends of anyone who is or was under the care of Phyllis Tuckwell.

What services are available?

We offer a variety of services to help people, as everyone's needs and feelings vary.

How do I know which service I need?

We will offer you an assessment at the Hospice, at the Beacon Centre, at home or over the phone. This will help us advise what services from the wide range provided - including Clinical Psychology - what will be most helpful to you.

What is Clinical Psychology?

Clinical Psychology has its roots in the scientific study of psychological processes. This knowledge is applied to the areas of personal development, health and community care. The central focus is the experience of individuals and their attempts to understand and adjust to that experience. This includes psychological knowledge of the way relationships, groups, organisations, society and biological factors can interact and either cause distress or enhance personal fulfilment.

What training do Clinical Psychologists receive?

- BA/BSc in Psychology and Psych.d. in Clinical Psychology (MSc/MPhil in Clinical Psychology or BPS Diploma prior to 1993)
- Supervised placements during basic training
- Regular professional development training and supervision after qualifying, to meet the Health and Care Professions Council requirements for re-registration every two years.

What help is offered by Clinical Psychologists at PTHC?

Adults:

- Psychological health advice to maintain emotional wellbeing and skills in effective coping and problem solving.
- Therapy input (especially CBT) for persistent emotional distress including depression and anxiety.

Children:

A combination of therapy models is used to be flexible and adaptive in dealing with a wide spectrum of psychological problems across the age range:

- **Systematic approach** helps bring changes in interactions between the individual and his/her social and family environment.
- **Behavioural approach** is used to modify behavioural difficulties or develop additional psychological or social skills.
- **Psychotherapeutic approach** provides insight into the basis of a problem and so contributes to the finding of solutions in many cases. Use of play techniques to facilitate communication can help some children explore their current feelings.

What is CBT?

CBT is the abbreviation we use for Cognitive Behaviour Therapy which is a type of therapy based mainly in the here-and-now rather than in the past. The therapy examines patterns of behaviour, attitudes and styles of thinking. Identifying, understanding and modifying these patterns is the focus of therapy aimed at relieving emotional distress by achieving goals for change, agreed upon at the outset of treatment.

Will I see the same Clinical Psychologist every time?

Yes. It is normal practice to keep seeing the same Clinical Psychologist unless there are very good reasons for making a change.

Clinical Psychology

how long can I have support for?

Clinical Psychologists usually work to achieving specific beneficial changes that are agreed with the patient. These may take very few sessions or may involve contact over several months. Appointments usually last an hour and can vary in frequency from weekly to monthly.

will the Clinical Psychologist discuss my sessions with anyone?

Clinical Psychologists work as part of the PTHC clinical team and normally share information with other team members on a need-to-know basis to ensure best patient care. Sometimes, with discussion, it is agreed not to share some information, provided it will not adversely affect the care other team members provide. The PTHC confidentiality policy, requiring patient permission, applies to all communications with other people and services.

The Clinical Psychologists receive regular supervision of their clinical practice and as part of that discuss specific casework. The names of patients and other means of patient identification are avoided in these supervision sessions, in order to maintain confidentiality.

what if I cannot make an appointment?

We understand that people's lives are busy and things are difficult. Please contact our team administrator as soon as you know there is a problem and she will rearrange your appointment.

do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.

Phyllis Tuckwell Hospice Care

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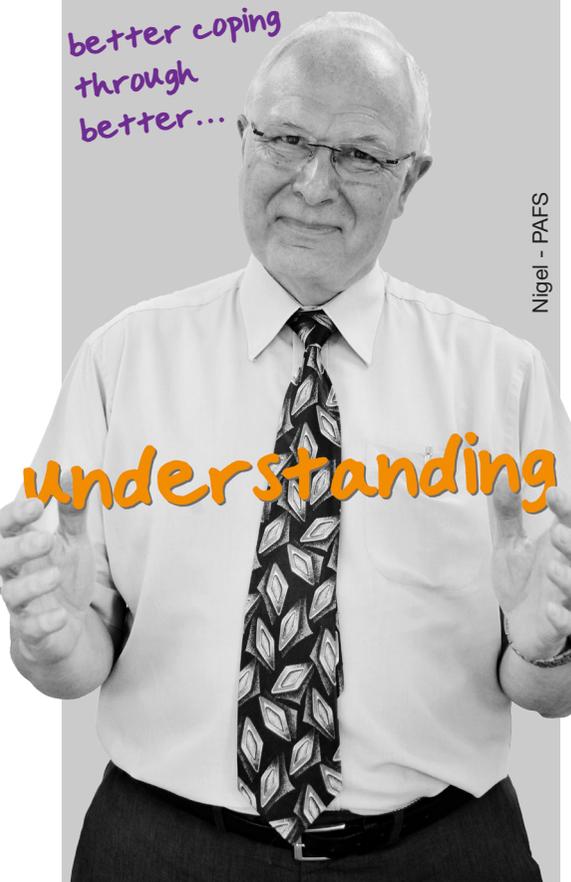
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