

Confidentiality and information sharing

The psychologist will discuss confidentiality with you at your first appointment.

The psychologist will keep written notes on your electronic patient record within Universal Hospitals Birmingham NHS Foundation Trust, and may sometimes share information with your immunology team if this would help them to understand the difficulties you may be experiencing and support you appropriately.

There are other times when the psychologist may need to share information about you with others, for example with your GP or other services, particularly if there were any concerns about risk of harm to yourself or other people.

Questions and feedback

If you have any questions or feedback regarding this leaflet or your experience accessing the immunology psychology service please contact Dr Nicola Wilson (clinical psychologist) on **0121 424 0185**.

If you have a concern, want advice or would like to make a complaint, you can also contact the Patient Advice and Liaison Service (PALS) on **0121 424 0808** or **pals@uhb.nhs.uk**

Please use the space below to write down any questions you may have and bring this with you to your next appointment.

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uhb.nhs.uk/ask

Immunology
Birmingham Heartlands Hospital
Bordesley Green E
Birmingham, B9 5SS
Telephone: 0121 424 2000



University Hospitals Birmingham
NHS Foundation Trust



**Immunology
Psychology Service**

Building healthier lives

UHB is a no smoking Trust

In the immunology service, we provide psychological support and therapy specifically for people living with immunodeficiency and hereditary angioedema.

Who are we and what do we do?

The immunology psychology service is provided by a clinical psychologist. A clinical psychologist is trained in supporting people to think about their thoughts, feelings and behaviour, and how they cope with life's challenges.

We are not medically trained like doctors and nurses, so do not give advice about physical health or prescribe medications.

We provide different types of support depending on the difficulties somebody is experiencing, for example counselling to think about living with an immunology condition, evidence-based therapies such as cognitive behavioural therapy to cope with specific difficulties such as anxiety about health, or teaching people some skills to help cope with distress.

We can help people with a range of issues including:

- Coping with illness, symptoms, treatments and side effects
- Coping with uncertainty, change and/or loss
- Anxiety relating to medical procedures e.g. needle/blood phobias
- Impact of traumatic health events or procedures
- Body image concerns relating to immunology condition
- Anxiety and/or worries about the future
- Feelings of anxiety, low mood, anger

What will happen at psychology appointments?

Psychology appointments are usually 45–60 minutes long. You can bring someone with you to the appointments if you want to, although we may ask if we can meet with you on your own for part of the appointment or future appointments.

During your first appointment we will talk about difficulties you may be experiencing and some background information about yourself such as your health. You may also be asked to complete some brief questionnaires. After the first meeting, we will decide together whether to meet again, how often and for how many sessions, or if another service might be better suited to offer you some further support. Psychology appointments may

be every fortnight or may be more or less frequent depending on need.

If you are coping well or do not feel it is the right time for psychology appointments we can always agree to discharge you for now, and you are welcome to request a re-referral at any time.

How can you access the service?

Please talk to a nurse or doctor in the immunology service if you would like to be referred to the immunology psychology service. They may ask you some further questions about what you would like support with, and whether immunology psychology would be the most suitable service for you to access, and will only refer you to the service if you agree with the referral.

At present appointments are being offered via telephone, video or face to face appointments on Tuesdays and Wednesdays. Please let the nurse or doctor know whether you would prefer telephone, video or face to face appointments, and if you would need any additional support such as an interpreter.