

Confidentiality

Your psychologist/therapist will write to the person who referred you to us. Usually this is your GP but if it was another professional (e.g. Psychiatrist) we would normally write to both of them. This is important so that s/he and your doctor know what each other is doing to help you. The letter is kept on the NHS electronic system. Only other professionals involved in your care can access these letters. They need to have a legitimate clinical interest to do so.

As part of good practice, all staff receive regular clinical supervision. This involves the psychologist/therapist discussing with a senior colleague any issues relating to their work with a particular patient. Supervision consultations are held in private and only undertaken as necessary in your best interests

Data Protection

Under the Data Protection Act, we are required to inform you that, as with any other NHS service, we need to keep a record of patient details. These are held in secure electronic databases and paper files. Access to this information is highly restricted.

How do I get in touch if I need to change the appointment?

For North East Fife and Glenrothes district contact the **Psychology Secretary at Stratheden Hospital on 01334 696336**. For people in Dunfermline and West Fife contact the **Psychology Department at Lynebank Hospital on 01383 565403 or 565393**. For people in Kirkcaldy/Levenmouth contact the **Psychology Department at Lynebank Hospital on 01383 565256**. Answering machine available out with normal business hours.

Because of the very high demand for psychology services, it is extremely important that appointments are not wasted. So please let us know in good time if you cannot keep an appointment. We will do our very best to arrange appointments to suit you. Please in turn help other patients and us by keeping your appointments or giving us enough warning if you have to cancel one.

Adult Mental Health/Primary Care Psychology

What is clinical psychology?

Psychology is the study of how people behave, think and feel. The clinical staff who work in the Psychology Department are health professionals who are experienced in assessment and therapy. All are trained to apply their knowledge of psychology, in practical ways, to help people with personal, emotional or health-related problems.

Could I benefit from psychological therapy?

We are not a counselling or support service. Psychological therapy can only help when you actively want to change and you need to be ready to commit to a course of therapy.

Your psychologist will assess, with you, whether you are likely to benefit from our service. You would need to attend **regularly**, be ready to talk and think about your difficulties, and later to work on making changes.

If you require this information in a community language or alternative format e.g. Braille, easy read, audio please contact the Equality and Diversity Department at: fife-UHB.EqualityandDiversity@nhs.net or phone 01383 565142

How soon will I hear from the Psychology Department?

As soon as we hear from your doctor we shall write to you. This letter will say that you are on our waiting list, or ask you to contact us to arrange an appointment. It could take a few weeks between your visit to the doctor and this letter arriving. However, if you have not heard after four weeks, please feel free to ring our secretaries on the relevant number provided in the *How Do I get In Touch?* section, below. They will be able to check if there has been any hold-up.

How long could I have to wait for an appointment?

This varies depending on the service but it could be several months. If you are waiting for an appointment and your problem becomes a great deal worse, see your doctor. Advice and information on coping with psychological problems can be found on the website www.moodcafe.co.uk and self referral options on www.accesstherapiesfife.scot.nhs.uk.

Where will I be seen?

We work in health centres and doctors' surgeries throughout Fife as well as clinics and hospitals. We try to see you in your own doctor's surgery or local health centre if possible. Because of limited space, we can't always do this. In some parts of Fife you would be seen in a local hospital outpatient department or in a community clinic. If there is a reason why you need to be seen at a particular clinic of ours, or at a particular time of day, please contact us. We shall do our best to meet your request.

What will happen at the first appointment?

Your psychologist/therapist will introduce him/herself and ask you about the problem or problems that you want help with. The first appointment will probably be about an hour. At this appointment, you and the therapist will decide if the psychology service can be of help with your problem or whether another service might be more helpful. After the assessment is complete, the therapist will write to

your doctor. This letter will give a short report about your problem and the planned treatment, e.g. psychological therapy or referral to another professional. If you would like a copy of this letter please ask your therapist.

What happens after this?

Treatment varies because it is tailored to suit each individual patient. Often the psychologist/therapist will teach you how to use particular techniques or give you information and advice. He or she may work with you on a new way of dealing with some situation in your life. You will need to put this advice or training into practice between sessions. You may well be given a leaflet to read about a particular therapy approach. Sometimes it is helpful just to have someone to talk to who knows a lot about the kind of emotional problems you might be facing.

Can I do anything to help myself?

There is good evidence that people get better more quickly if they put effort into practising the therapy techniques they are shown. Usually the advice will make a lot of sense to you. Because therapy depends on co-operation, you needn't worry about the psychologist/therapist asking you to do or say things that you don't want to. So it's important that you discuss any concerns you might have about any aspect of treatment with the psychologist/therapist and arrive at an agreed treatment plan.

How long will it take?

Again this varies from person to person. Some people benefit from 2 or 3 appointments. Others might need 6 to 10 or even more. It depends on the person and the problems. Your psychologist/therapist will discuss this with you at your first appointment.