

Welcome to  
**Children's  
Psychological  
Services**



# Welcome

All children get upset sometimes and have difficulties in their lives. They may need someone to talk to...



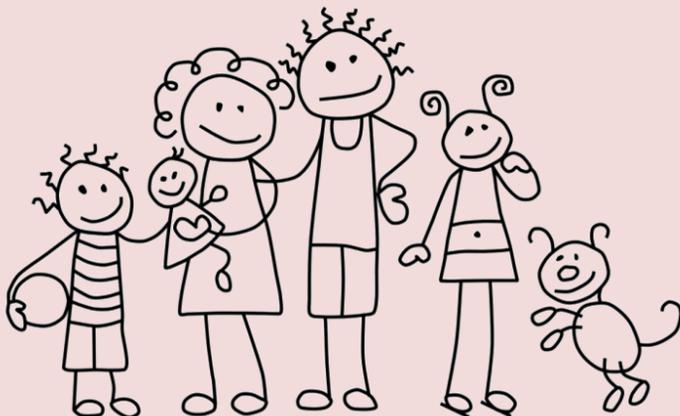
## What is a Clinical Psychologist?

A Clinical Psychologist is a specialist interested in how children think, feel and behave.

They listen to families concerns, try to understand their situation and find a helpful way forward.

They support people to make changes for the better.

We will try to get to know you by talking, listening, drawing and sometimes playing games.



## What kind of things do Clinical Psychologists help with?

We help children/ young people who are so upset, unhappy or worried that it affects their day to day lives, including their health, emotions and behaviours.

For example, children/ young people might experience high levels of anger, tantrums, low mood, anxiety, or problems with their eating, sleep or friendships.

Sometimes this may be in the context of a child health condition, like chronic fatigue, pain, or developmental difficulties e.g. ASD or ADHD.

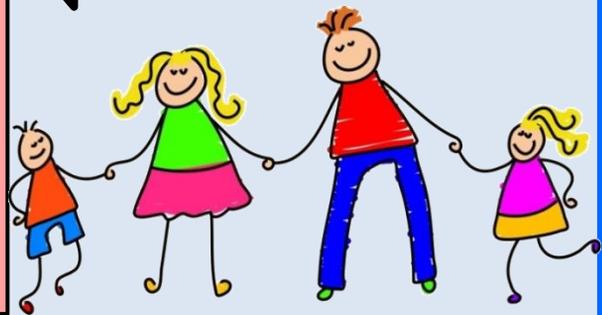
# About our service

## What Happens next?



- Once you have been referred by your General Practitioner, Community Paediatrician or Hospital Paediatrician, we will ask you to opt in. Then we will put your child's name on the waiting list.
- Then your first appointment will be booked and will last about an hour.
- We will talk about you and your family, what you like and your difficulties. We will consider how we can help.
- We will decide whether this service is right for you.
- You may have questionnaires to fill in and bring along, such as SDQ, RCADS, consent form.

- Clinical Psychologists are trained in lots of different ways to work with children and families. The help offered will depend on what your child is having difficulties with.
- We sometimes work just with parents, children/young people or the whole family.
- Sessions may involve talking, playing, drawing or writing things down. This is confidential.
- Sometimes 2-3 assessment sessions are useful before regular therapeutic intervention.
- The number of sessions vary depending on your circumstances.



## What do other families say about our service?

- "It's good that they listen to all your concerns. The Service is so important, and really helped my son and us as a family".
- "Someone was willing to listen and advise on areas my child has difficulty in".
- "I felt that you were very easy to talk to. Always professional and caring in her approach and she helped to reassure me and guide me".
- "Our son has come a long way with this help".



# Contact us

## What happens if you wish to compliment us or are unhappy with the service?

We want everyone to receive the best service we can provide. If you feel that you'd like to tell us about your good experiences or instances where you have not received a good service, then please let us know.

Your comments and complaints can help us to improve our service.

There are several way in which you can make a complaint:

1. Speak to the **Clinical Psychologist** seeing you
2. Contact the **Customer Care Department** by post, email or by phone:

Customer Care Department  
Lancashire Care NHS Foundation Trust  
Sceptre Point, Sceptre Way, Walton  
Summit, PRESTON, PR5 6AW

Email:

[Customer.care@lancashirecare.nhs.uk](mailto:Customer.care@lancashirecare.nhs.uk)

Tel.: 01772 695315

Freephone 08081 441010

## Accessing your records:

Under most circumstances you will receive a copy of any letters and reports written .

You are entitled to access your health records under the provisions of the Data Protection Act 1998. If you would like to access your records, please speak to the Clinical Psychologist you are seeing. They will explain the process.



## Children's Psychological Services

Longlands CDC  
Westbourne Drive  
Lancaster  
LA1 5EE

## Contact us on:

01524 34331

If we don't answer the phone, please leave us a message on our voicemail system, and we will get back to you as soon as we can.