

What do other children say about the Tavistock Clinic?

Other children who have been here said:

'I would say it is not scary there' (8 year old)

'there is nothing to worry about as people at the Clinic are very nice and understanding' (11 year old)

'don't be afraid to speak your mind and trust the therapist so that you can talk to them' (11 year old)

'it is not harmful to you in any way, it is a very gentle process to talk to somebody. It is very useful, it is just good because you have somebody there who you don't know who won't betray you because it is their job not to' (16 year old)

'they just want to help you sort out your problem and make you feel better' (14 year old)

Will I feel better after coming here?

Children who have come here before said that sometimes it took them a while to trust their therapist and that sometimes they felt sad or upset after coming here. We know that coming here can be hard but your therapist understands this and can help you with these feelings. We will listen to you and take your worries seriously.

We hope we have answered some of your questions and look forward to meeting you when you come here.

Are there facilities for patients with disabilities?

The Tavistock Clinic, the Tavistock Mulberry Bush Day Unit and the Monroe Young Family Centre are wheelchair accessible. The Tavistock Clinic has lifts to all floors. Unfortunately, the Portman Clinic is not wheelchair accessible: your clinician can arrange to see you in the Tavistock Clinic if necessary.

There are induction loops on the telephones for patients with hearing difficulties in the Tavistock Clinic but this is not available in the other buildings. Sign-language interpreters are also available.

There is a disabled toilet on the ground floor next to the library. If you are in a wheelchair and would like some help with the lifts, do not hesitate to ask at reception. If you have any concerns regarding access, please first discuss it with the reception in your department. If you have further questions, please contact the PALS officer.



CHILD AND FAMILY DEPARTMENT Information for Children

PATIENT INFORMATION



January 2008

Here are some questions that other children have asked about the Tavistock Clinic along with some answers which we think might be helpful for you to know about before you come to your first appointment.

Who are we?

The Tavistock Clinic helps people who are upset, worried, down or angry about things that are going on in their lives. It is like going to the doctor when you have a tummy ache. The Child and Family Department is especially for children who have worries or concerns to come with their families or carers to try to help and solve these problems.

Why am I coming here?

Everyone has worries or difficulties at some time in their lives. Usually when children come here an adult has become worried about them and has thought that we might be able to help.

Children come here with different sorts of worries including:

- Problems getting on with members of their family
- Problems in school with learning or with friends
- Feeling angry and finding it hard to control their temper
- Being worried and frightened about things
- Going through a difficult time such as their parents splitting up or living with another family
- Someone close to them dying
- Being hurt or treated badly by others

Who works here?

Everyone who works in the Child and Family Department has experience of working with children and families. They have all done special training and know how to help children who are worried or down. The name given to people who help with these problems is 'therapist'. The Tavistock Clinic is also involved in training other people to do this special work, so a person who is doing one of our training courses might sometimes see you.

What's it like here?

The Tavistock Clinic is a big building with lots of windows. On the first floor there is a special waiting room for children with lots of toys, books and a big fish tank. When it is time for your appointment the person you are seeing will come to collect you with your parent or carer and bring you to another room.

What will happen at my first appointment?

The first time you come you'll be seen with your parents or carer. Sometimes you will be seen with everyone in your family. You will be seen by one or more people who work here, and they will ask you and your family members to explain a little bit about what the worries are. They will ask you about your family, about school and about the things that you like and any difficulties you might have. We know that sometimes children find it easier to explain things when they are playing or drawing and there will be toys and pens and pencils for you to use. We also know that children can feel a bit shy when they meet us first and we will allow you time to get to know us. We do not expect you to tell us everything in the first meeting.

What will happen next?

If we think we can help you we'll ask you to come back again. This might be to see the whole family, or you on your own, or your parents or carers on their own. We might also ask permission to talk to your teachers or other adults who know you well.

Then what will happen?

After a few meetings with you and your family we will talk to you about how we feel we can best help.

- Sometimes we will suggest that you have appointments along with the rest of your family, this is called Family Therapy.
- Sometimes we will suggest that you have appointments on your own with a therapist, this is called Individual Therapy. Usually someone else will also see your parents or carers.
- Sometimes we will suggest that you join a group with other children who have similar difficulties, this is called Group Therapy. Usually your parents or carers will also attend a group for adults at the same time.
- Sometimes we will suggest that we work with your school or other adults who know you and meet with you now and again to see how you are getting on.