

How will I know what progress my child is making?

After an extensive period of initial exploration, your child may have ongoing individual therapy. You will always be offered regular meetings to discuss the progress your child is making, and you will be able to discuss all the concerns and pre-occupations you will undoubtedly have.

Where do I go when I arrive at the Clinic?

The Child and Family Department is on the 1st and 2nd floors. When you arrive please report to Reception on the 1st floor (on your right when you come out of the lift, on your left if you take the stairs). You will be asked to wait in the waiting room and the receptionist will let the clinician know that you have arrived. They will then come and collect you for your appointment.

How will I explain to my child about their first appointment?

We have enclosed an information leaflet written for children which you can give to your child or read together with them depending on their age. It would be helpful to encourage your child to ask questions; you can ask your clinician about any you cannot answer yourself.

As this information leaflet for children is new we would be very grateful for any feedback you have and would appreciate it if you could fill out the enclosed brief questionnaire and hand it in at the Child and Family Reception desk when you come for your first appointment.

How do I confirm, change or cancel an appointment?

Please call the Department on 0208 938 2243. You will speak to a clinical secretary who will be able to help you.

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.

Who can I contact if I have any questions or worries about my treatment?

The Patient Advice & Liaison Service (PALS) is here to help with any questions or concerns that you may have about your treatment. Please contact our PALS officer on 0208 938 2523 or email on pals@tavi-port.nhs.uk

The PALS officer can also be contacted if you require this leaflet in another format (e.g. electronic version or large print).

For practical information about the Trust and maps on how to get there, please see the 'Information for Patients' leaflet.

Child and Family Department

PATIENT INFORMATION



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We see children, teenagers and families. The children or young people may be in emotional difficulty, or in trouble. There may be problems in family relationships or at school. Some children or young people may be showing that they need more support by stealing, wetting the bed or having temper outbursts. Some may be delayed in their emotional development. Children may be reacting to the break-up of their parents or to a new partner in the family. Children may have lost a loved person or have suffered abuse. We are trying to help children, young people and families to get back on to a more ordinary track and to get on with their lives. We try hard to work with families as well as with schools or other agencies if they are involved.

What we can offer?

The help we offer involves talking and thinking together about the difficulties that caused you to come for help. We don't just talk about the problem you are coming with. We aim to understand how the problem may have started. We try to help families look for new ways of getting on with and talking to each another. We try to help people recognise patterns of behaviour. Also we look for things, which have happened in the past and still give rise to a lot of feelings. This, in turn, helps in understanding the problem. Thinking about these things can be a bit unsettling but most people feel it is helpful.

With your agreement we will contact your GP to let them know that we are seeing you. If you agree, we may also involve schools or other professionals who are concerned with your family.

What can I expect at my first appointment?

For your first appointment we will often ask you to come with all the members of your family who live at home. This is because we find that a problem experienced by one person also affects others in the family. It is helpful to understand the situation from everybody's point of view. You will probably be thinking with your clinician(s) about what brings you here. We will try to help you to talk about the difficulties you have.

What will happen next?

After the first or second appointment we will discuss with you how best we can help. We find that even a limited number of sessions can lead to an understanding of your problems and can be helpful. We may recommend that individual members of the family meet with clinicians for a more specific assessment. In some situations we recommend further help within the department.

What kind of services are available?

Family Therapy

We may suggest that you come to more appointments with your family, perhaps once a fortnight or once a month. This may be for a limited number of appointments, or may be open ended. It will involve meeting as a family to explore and understand how your family is working together and how you deal with difficulties in the family.

Individual Therapy

We may recommend regular psychotherapy for individual children or parents. This involves one-to-one sessions with a clinician. Sessions last for fifty minutes at agreed regular times, usually once a week. Again, this may be open ended or for an agreed length of time. Children and parents may be seen individually or we may suggest that parents come as a couple.

Group Therapy

We may recommend a children's psychotherapy group or a parents' group. These groups meet once a week, usually for one year.

There may be a delay before we can arrange individual or group therapy. We try to keep the waiting times as short as possible and continue to meet with you during this period.

Can I be with my child in his/her session?

In many cases, therapy will take place with the whole family together, or parents and children together in various combinations. However, there are other times when it seems helpful for your child to have their own space and time with the clinician.

How will the psychotherapist work with my children?

When clinicians see children on their own, your child will usually have a box of toys to play with, or if they are older, some writing materials and stationery. This is to help your child communicate what is on his or her mind to the clinician.