

## Public Transport Links

### Tube / London Underground

Belsize Park (Northern Line)

Finchley Road (Jubilee and Metropolitan Lines)

Swiss Cottage (Jubilee Line)

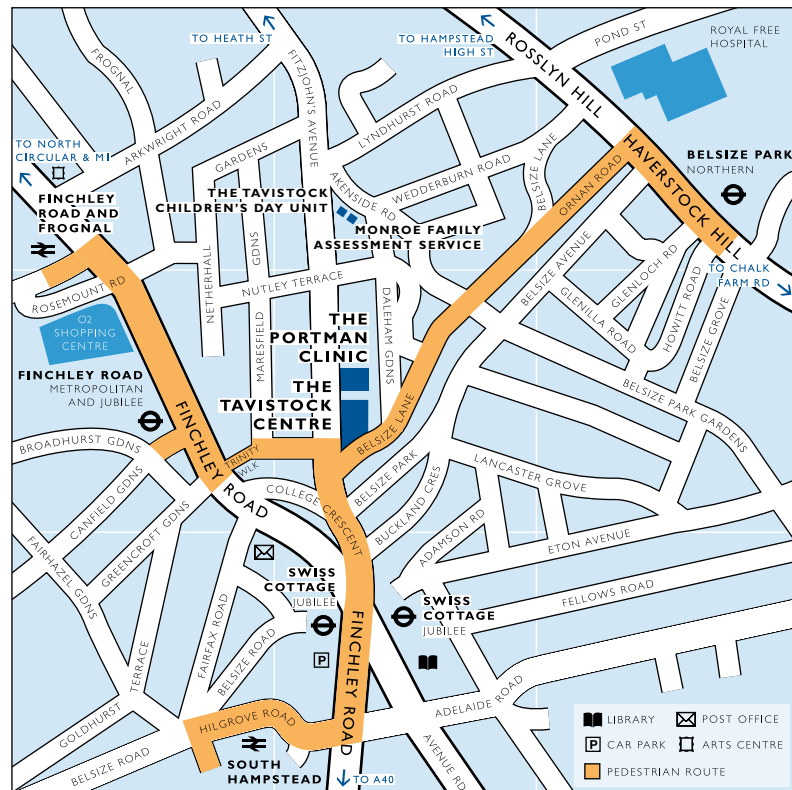
### Overland / National Rail

Finchley Road and Frognal (London Overground)

South Hampstead (Euston Link)

### Bus routes

13, 31, 46, 82, 113, 268, C11



## Parents and Carers Consultation Service

### PATIENT INFORMATION



January 2008



The Parents and Carers Consultation Service (PCCS) is a free and confidential service for parents and carers of children across all ages from birth to adulthood. Whether you are a single parent, in a couple or in another family combination, we offer an opportunity for you to discuss parenting issues, how your difficulties or couple relationship might be affecting your parenting or any other concerns you may have about your child or young person. These could include worries about family relationships, your own relationship as a couple or as a parent, or worries about your adult child or younger child's development or behaviour.

The PCCS is available for parents and carers to come to without their children, when there is uncertainty about whether bringing a child would be helpful or where it is not possible or appropriate for a child to attend.

The PCCS is open to all parents, guardians and carers regardless of race, sexuality, gender, religion or ability; staff are committed to thinking about these aspects of people's lives in a respectful way.

### **What do you offer?**

We offer 4–6 sessions. All PCCS staff are experienced professionals, some of whom may be taking advanced training at the Tavistock Centre. At the end of the consultation sessions, we can discuss with you whether referral into other services in the clinic or elsewhere would be helpful or appropriate.

### **Why might I come?**

Some parents come with concerns about their parenting that may relate to their own childhood or their present day circumstances including:

- Feeling low or over burdened
- Losses or bereavement
- Relationship difficulties
- Separation or step family issues

Other parents come with concerns about their children of all ages. The following are some of the issues that parents might want to discuss in relation to their children and families at different stages of their lives.

### **Adult families**

- Concerns about adult children, parents or family relationships
- Becoming grandparents and the arrival of grandchildren
- Worries about drug, alcohol or substance use
- Emotional distress
- Living with mental health difficulties in the family
- Getting older, retirement and the impact on family relationships
- Worries about becoming dependent or keeping in touch

### **Teenagers / young adults**

- Difficulties in relationships with parents, friends or partners
- Worries about school, college or work
- Concerns about emotional distress
- Supporting young people in the process of growing from childhood to adulthood and moving to independence
- Concerns about drug, alcohol and substance misuse

### **School age children**

- Difficulties setting limits
- Relationship difficulties with brothers and sisters or friends
- Worries or anxieties in children
- Talking about life stories and adoption
- Adjusting to parents' separation or step family issues

### **Young children**

- Feeding difficulties
- Sleeping problems
- Tantrums or crying

### **When can I be seen?**

Appointments are mainly held between 9am and 5pm weekdays only, although some evening appointments will be available. Appointments will be offered as soon as possible.

### **How do I make an appointment?**

Please contact us, asking for the Parents and Carers Consultation Service (PCCS), on one of the numbers below from 9am-5pm Monday to Friday. An answer phone is available out of hours.

If your concern is mainly in relation to a child under 14 please contact the Child and Family Department on 020 8938 2357.

If you would like to think primarily about an adolescent young person age 14-25 please contact the Adolescent Department on 020 8938 2337.

If you are the parent of an adult over 25 or want to discuss issues to do with relationships within an adult family including your couple relationship please contact the Adult Department on 020 8938 2319.

If you prefer you can ask your GP or another professional with whom you are in contact to make a referral on your behalf.

The PCCS is an integrated service for parents of children, young people and adults of all ages. To refer yourself, however, we would ask you to ring one of the above numbers depending on which area you feel you most fit with. If in doubt please ring any of the numbers given.

### **Are there facilities for patients with disabilities?**

The Tavistock Clinic and the Monroe Family Assessment Service are wheelchair accessible. The Tavistock Clinic has lifts to all floors. Unfortunately, Gloucester House, The Tavistock Children's Day Unit and the Portman Clinic are not wheelchair accessible. If you are a patient at the Portman Clinic 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 in the Tavistock Clinic on the ground floor next to the library. If you're 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 020 8938 2523 or email on [pals@tavi-port.nhs.uk](mailto: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).

### **Where to find us**

The Tavistock and Portman NHS Foundation Trust  
120 Belsize Lane, London, NW3 5BA  
Tel: 020 7435 7111  
[www.tavi-port.org](http://www.tavi-port.org)