

# Patient information

## Integrated Community Paediatric Services

# Community Child and Family Psychology Service

### Who are we?

We are a team of clinical psychologists, clinical associate psychologists, assistant psychologists, child & family practitioners and administrative team.

### What do we do?

We provide psychological assessments, intervention and consultation for children and families to understand and support children's psychological development, thoughts, feelings, and behaviours. We put the child first in everything that we do, using evidence based psychological and therapeutic principles.

### Who do we work with?

We work with children and young people who have complex neurodevelopmental needs, and with their families. This includes: Autism Spectrum Disorder, Global Developmental Delay, Foetal Alcohol Spectrum Disorder, Cerebral Palsy, genetic conditions, and complex neurodevelopmental needs without a clear diagnosis.

### Why do children see a Clinical Psychologist?

Children and families see clinical psychologists for many reasons. A clinical psychologist has been trained to understand child development and how children and young people think, feel and behave.

We see children and families with a range of different concerns including, anxiety, managing difficult emotions, challenging behaviours, family relationships, daily living skills such as sleep, feeding and toileting, the child's view of themselves, helping parents understand and adjust to their child's diagnosis or complex needs, and maximising wellbeing and resilience.

We try to understand the situation and help children, young people and their families cope with difficulties that they may be experiencing and work together to find a helpful way forward. Psychological assessments aim to answer a specific question agreed by

referrers and parents/carers, using interviews, observations, play sessions, and formal assessments and questionnaires.

Interventions are tailored to the specific needs of children and are planned with the child, family and others if needed. This may be individual work with the child and/or the parents/carers. We also offer a number of group programmes for parents/carers.

### **Where will you be seen?**

We offer appointments at the following locations: Woodbridge Clinic, Stowmarket Child Development Centre, and Bury Child Development Centre. We also offer appointments in other locations to fit with the needs of children and families. We try to accommodate family preferences but cannot guarantee to offer times and locations requested.

To assist with communicating with you we have a SMS Text Messaging and Email service available. To use this we require your consent. Please ensure that we always have your correct contact details.

### **What will happen at your first appointment?**

Your first appointment will be an assessment to learn more about your child and family and the impact the difficulty is having. This appointment may last up to an hour and a half. This is also an opportunity for you to ask questions.

At the first appointment we will make a plan as to what will happen next. Sometimes more than one appointment may be needed to complete the assessment. We may need to contact other professionals (e.g. your child's school/nursery) or undertake a school or home observation. We also may use questionnaires, formal or play assessments and a range of different psychological approaches.

### **Consent and Information sharing**

Informed consent will be sought for assessment and treatment at all stages of a child/young person's involvement with the service. We may need to discuss your child with colleagues such as your health visitor, GP, pre-school/school, and any other health or education colleagues who need to be involved.

We will discuss with you what information is shared and with whom. We will send you a copy of specific reports that we write, and we will also send a copy to any relevant professional who is involved in working with your child. Professionals working within Integrated Community Paediatric Services have a duty of care to share information to safeguard children.

### **Other information**

An adult with parental responsibility is expected to attend the first appointment with their child. A responsible adult must be in the building at all of your child's appointments.

Students and trainees may be working with us for experience. They are closely supervised and your consent will always be sought in advance if a student will be involved in your child's care. Information will be recorded in electronic and paper records and used/stored in accordance with the Data Protection Act.

### **Policy for missed appointments**

We ask that if you are unable to attend appointments that you contact the service as early as possible to cancel or rearrange. If you do not attend a planned session and you have not notified us that you need to cancel it, we may discharge your child back to the referrer.

**Child and Family Psychology Service - West Suffolk NHS Foundation Trust, 2 Pytches Road, Woodbridge, Suffolk, IP12 1EP Tel: 01394 389200**  
[cfpsadmin@wsh.nhs.uk](mailto:cfpsadmin@wsh.nhs.uk)

Further information on our services can be found on our website:  
[www.wsh.nhs.uk/icps](http://www.wsh.nhs.uk/icps)

If you have any queries or concerns with any aspect of your child's care that cannot be resolved with your clinician please contact the team as above and ask to speak to the service lead.

[If you feel unable to discuss your concerns in this way please contact the Patient Advice and Liaison Service \(PALS\).](#) Email: [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk)  
Tel: 08009179673 or 01284 712555 (24hr answerphone facility)

### **Clinical research**

West Suffolk NHS Foundation Trust is actively involved in clinical research. Your doctor, clinical team or the research and development department may contact you regarding specific clinical research studies that you might be interested in participating in. If you do not wish to be contacted for these purposes, please email [info.gov@wsh.nsh.uk](mailto:info.gov@wsh.nsh.uk). This will in no way affect the care or treatment you receive.

### **Accessibility**

If you require this leaflet in a different format, please contact the patient advice and liaison service on 01284 712555 or email [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk)

If you would like any information regarding access to our Trust services and facilities, please visit the website for Accessible: <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

