

How do I access the Psychology Service?

If you have any questions or concerns, no matter how small, please feel free to contact us on the telephone number below. You can, of course, also talk to any other member of the team and they can put you in contact with us.

If you would like to make any suggestions, please email

'Nirkamal.rammohun@addenbrookes.nhs.uk' or phone on 01223 596 265 and we will send you a suggestions slip.

Please note:

If your concern is urgent, you should contact your GP, as we are not available 24 hours.

For worries about feeding a new baby or post-operative care, it is best to contact the Clinical Nurse Specialists on 01223 596272

Telephone:

01223 596092

01223 596265

CLEFT.Net.East, East of England Cleft Network, Box 46, Addenbrooke's Hospital, Hills Rd, Cambridge, CB2 0QQ

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or patient.information@addenbrookes.nhs.uk

Polish: Informacje te można otrzymać w innych językach, w wersji dużym drukiem lub audio. Zamówienia prosimy składać pod numerem: 01223 216032 lub wysyłając e-mail: patient.information@addenbrookes.nhs.uk

Portuguese: Se precisar desta informação num outro idioma, em impressão de letras grandes ou formato áudio por favor telefone para o 01223 216032 ou envie uma mensagem para: patient.information@addenbrookes.nhs.uk

Russian: Если вам требуется эта информация на другом языке, крупным шрифтом или в аудиоформате, пожалуйста, обращайтесь по телефону 01223 216032 или на вебсайт patient.information@addenbrookes.nhs.uk

Cantonese:

若你需要此信息的其他語言版本、大字體版或音頻格式，請致電 01223 216032 或發郵件到：patient.information@addenbrookes.nhs.uk

Turkish: Bu bilgiyi diger dillerde veya büyük baskılı ya da sesli formatta isterseniz lütfen su numaradan kontak kurun: 01223 216032 veya asagıdaki adrese e-posta gönderin: patient.information@addenbrookes.nhs.uk

এই তথ্য বাংলায়, বড় অক্ষরে বা অডিও টেপে পেতে চাইলে দয়া ক বা patient.information@addenbrookes.nhs.uk ঠিকানায় ই-

Bengali

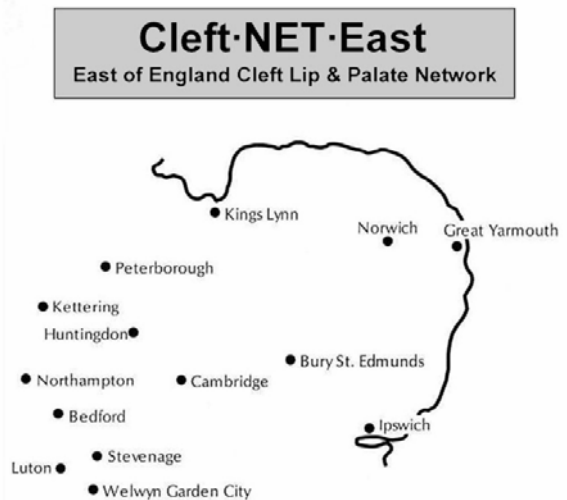
Authors	Charlotte Allen
Department	Cleft Palate
Contact no.	01223 245151
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Addenbrooke's Hospital **NHS**
Cambridge University Hospitals NHS Foundation Trust

Patient Information

Support and Information from the Clinical Psychologists

For people of all ages in East Anglia who have a cleft lip and/or palate (and their families)



Who are we?

Psychologists are specialists in dealing with a wide range of worries or concerns. We provide one to one support for adults, children and parents.

Regular involvement in clinics

We are active members of the Cleft Team and will therefore be present at clinics where your child's treatment is reviewed by the multi-disciplinary team at your local hospital (Combined Cleft Clinics).

We can give on the spot advice during clinics on dealing with worries. We always provide an opportunity to chat confidentially in a separate room.

We can also meet you outside clinic times at your convenience. We do our best to see you close to your home so you do not have to travel to Addenbrooke's.

Which Psychologist covers my area?

The Cleft Team at Addenbrooke's cares for all people with a cleft lip and/or palate within East Anglia. There are four Psychologists in the Cleft Team. We each cover patients within different areas of East Anglia.

Anna Zeffertt – Lead Consultant Clinical Psychologist

Anna sees patients within the Cambridge area. Anna attends the Cleft Combined Clinic in Cambridge.

Charlotte Allen – Chartered Clinical Psychologist

Charlotte sees patients who live near Peterborough, Kettering, and Northampton. Charlotte attends the Peterborough, Northampton and Kettering Combined Cleft Clinics.

Helen Bell – Chartered Clinical Psychologist

Helen sees patients who live near Bedford and Luton. Helen attends Bedford, and the Luton and Lister Combined Cleft Clinic.

Beth Mosley – Chartered Clinical Psychologist

Beth sees patients who live near Norwich and Ipswich. Beth attends the Norwich and Ipswich Combined Cleft Clinics.

How do we support you?

We are involved in supporting you for any cleft related issue such as:-

- Coming to terms with a diagnosis
- How to talk to your child about their cleft and what to say to siblings and friends
- Preparing for surgery, dental treatment, or other treatment or procedures
- Preparing for change, such as change of school or post-surgery adjustment
- Dealing with the attitudes of other people, including teasing or bullying
- Issues relating to self-esteem
- We can help with approaching college, social services and other health professionals.

We are happy to chat with you on the phone to discuss how we can help. It doesn't have to be a big problem before you contact us.

Review at 5 years old

At these review clinics you will meet all clinicians involved with the cleft team. The psychologists are responsible for reviewing the psychosocial care provided across the region by the whole team. Therefore you will meet us at a review clinic which all children attend when they are aged 5 years. These review clinics are with the rest of the cleft team. They are a way for us to assess whether the Cleft Team provides what you feel you need, and an opportunity for us to find out how we can improve things.

Confidentiality

The content of our sessions is confidential. However, the Psychologist works as part of the Cleft Team, and therefore it may be useful to share some information with the team. If you or your child feels that they do not wish for a specific piece of information to be shared, you or they are entitled to say so. The exception is if we feel that your child's health (mental or physical) is at risk. We would of course consult you before sharing information with another professional.