



Haematology Psychology service for children, young people and their families

A service to help people live well with physical health conditions

Patient information factsheet

Who are we?

- When we are feeling unwell, it is natural to feel low. It might also make us feel anxious about other times we might fall unwell or need to go into hospital.
- Clinical Psychologists work in lots of different settings focusing on mental health and/or neurodiversity. Clinical Psychologists can also help you to think about learning strengths and needs (cognitive function). This will help with managing your condition.

What do we do?

Clinical Psychologists might meet with you and your parents or other people in your family. We might talk to you about:

- What you do for fun.
- Your school/college or work life.
- Your friends and family relationships.
- Your beliefs and feelings about your illness.
- Any concerns you might have (worries).
- Any angry or sad feelings you might have.
- Any difficult experiences you may have had in hospital.
- What you do that helps and your strengths.
- Your growing identity.
- Any difficulties you might have with any of the above areas (e.g. exams/school, finances, health, friendships, family, difficult decisions).
- Any problems you have in being able to follow the advice your Doctors or Nurses might have suggested.
- Whatever else you want to talk about.



Sometimes your Doctor or Nurse may ask us to invite you in for a “cognitive assessment”. These are games and tasks to check if your health is affecting your learning. This can help us to think about your strengths too. Cognitive assessments can be a helpful way to manage potential symptoms of your condition.

We also sometimes meet with parents so please do speak to us about this option. As a parent you might want to speak with us because:

- Your child is very young, and you think they are struggling.
- You are struggling to communicate to them about their physical condition.
- You are struggling to follow the advice of the Doctor or Nurses
- You would like your teenager to transition into taking more ownership over this.
- You want support with parenting a young person with a health condition.

What can I expect?

- Ask your Doctor or Nurse to refer you to Psychology, and you will be offered an initial appointment. We will call, text or write to you to offer this appointment.
- At the beginning and for younger children, you will usually be brought to the appointment with your parent or guardian.
- There is always the opportunity to speak on your own. It is up to you whether you want to do this at all, or if you want to do it right away.
- We understand it can sometimes be difficult talking to someone you don't know so we will do everything we can to make you feel comfortable and go at your pace.
- Some young people find that one meeting is enough; others want to meet regularly for a set period. For other young people and families, we might decide that another service is more appropriate.

Where would I have to go to meet a Clinical Psychologist?

The Haematology Psychology Service is flexible in terms of where you would like to be seen. We are based in one of two locations, listed below. Please let us know where you prefer to be seen if you are arranging an appointment:

NCL Red Cell Community Service (previously known as the Sickle Cell & Thalassaemia Centre) 17a Hornsey Street, London N7 8GG

Whittington Hospital – Clinic 4D Magdala Avenue, London N19 5NF



Online on zoom: We always encourage you to come and meet us first or at some point, but we understand that travel can make it difficult to meet face to face. Zoom appointments are always an option.

Contact details

Telephone: 020 7527 1538

Email: whh-tr.chp@nhs.net

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

Whittington Health NHS Trust

Magdala Avenue, London, N19 5NF

Phone: 020 7272 3070

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