

Counselling and support services at Imperial College renal and transplant centre

Information for patients, relatives
and carers

Introduction

The Imperial College renal and transplant centre understands that kidney disease is life changing. That is why we provide a counselling service to patients, family members and carers that includes psychological and emotional support at any stage.

We offer a safe, confidential space where you can explore your concerns with a non-judgemental and experienced counsellor. They will help you to think about and talk through any kidney disease-related problems, as well as:

- emotional and relationship difficulties
- anxiety and depression
- sexuality and sexual issues
- kidney donation and transplantation
- broader issues related to coping with kidney disease and treatment regimes

Please contact one of our counsellors for more information or to arrange an initial discussion:

Beverley Mealor: 020 3313 6620

Email: beverley.mealor@nhs.net

Sheila Goddard: 020 3313 5341

Email: sheila.goddard@nhs.net

Social support

Being diagnosed with kidney disease means that a lot of your time is taken up with hospital appointments and having treatment. This can start to affect other parts of your life and you may experience difficulties with work, finances or managing on a day-to-day basis.

The social support worker can provide practical advice and support as well as information about:

- benefits
- advocacy
- local authority housing and social services
- charities and grants applications

The support worker offers help and advice to relatives and carers too.

Social support worker:

Michelle Delon: 020 3313 6619

Email: michelle.delon1@nhs.net

Please call to make an appointment or come to one of our drop-in sessions to discuss any problems you have.

Our drop-in sessions are held at various hospital sites - please contact us for further details.

Resources

British Association for Counselling & Psychotherapy:
www.bacp.co.uk - additional information about counselling and psychotherapy and information about how to access a therapist privately

Samaritans: www.samaritans.org
To talk with someone right now call 116 123

Kidney charities:

- www.kidneycareuk.org
- www.westlondonkpa.org
- www.kidney.org.uk

How do I make a comment about my visit?

Please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross and Hammersmith hospitals), or **020 3312 7777** (St Mary's Hospital). You can also email PALS at **imperial.pals@nhs.net**. Alternatively, you may wish to express your concerns in **writing** to: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

This leaflet can be provided on request in large print, as a sound recording, in Braille, or in alternative languages. Please contact the communications team on **020 3312 5592**.

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM

Kidney and transplant services
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