

CAN WE MAKE YOUR VISIT EASIER?

... putting people at the heart of everything we do ...

We want to make your visit to Ashford and St. Peter's Hospitals easier. Some things we can provide quickly, others may take time to arrange. Whatever your need – please ask for help.

We can provide interpreters for a variety of languages, information in larger print or Braille, plus audio and other formats.

If you require a translation please call: 01932 723553

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723 553 تماس بگیرید۔ Farsi

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 01932 723553 Punjabi

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723 553 پر رابطہ کریں Urdu

Se precisa de uma tradução por favor contacte: 01932 723553 Portuguese

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553 Hindi

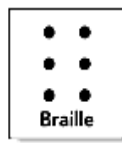
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553 Bengali



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Interpreter



Braille

Ashford Hospital, London Road, Ashford, Middlesex, TW15 3AA.

Telephone: 01784 884488 Fax: 01784 884017

St. Peter's Hospital, Guildford Road, Chertsey, Surrey, KT16 0PZ.

Telephone: 01932 872000 Fax: 01932 874757

Website: www.ashfordstpeters.nhs.uk

Ashford and St. Peter's Hospitals **NHS**
NHS Trust

NICU COUNSELLING SERVICE

Neo-natal Intensive Care Unit

PATIENT INFORMATION

If they are unable to resolve your query satisfactorily please contact our Patient Advice and Liaison Service (PALS) on **01932 723553** or e-mail www.pals@asph.nhs.uk.

Having done this, if you remain concerned our Complaints Manager can be contacted on **01932 722612** or e-mail www.complaints@asph.nhs.uk

COUNSELLING SERVICE

Who is this Service for?

The service is available, free of charge, to any parent who has a baby on the Neonatal Intensive Care Unit at St. Peter's Hospital.

What is meant by Counselling?

If you have anxieties or are feeling troubled, counselling provides a safe place to talk about what is distressing you. This gives you the opportunity to explore and express emotions with someone, outside your home environment, who is there solely for your benefit and guarantees complete confidentiality.

Bottled up feelings, such as anger, grief and embarrassment can become very intense. The counsellor will neither judge you nor offer advice but will offer support and help you to explore the problems and understand them. An opportunity to talk and express your feelings in a secure place can help.

Counselling is not a medical procedure. Counsellors do not prescribe drugs or offer medical treatment. Their focus is on emotional wellbeing.

How often do I see a Counsellor?

Sometimes one session is enough, although you may benefit from more. Most sessions last 50 minutes and take place one a week.

Author:	Lynn Parker, NICU Bereavement Support Nurse
Department:	Neo-natal Intensive Care
Version: 1	Published 10/03/2009 Review 09/03/2012

Who is the Counsellor?

The Counsellor is a Sister on the Neonatal Unit who holds a Diploma in Counselling and is formally qualified in a variety of counselling approaches. She works within the British Association of Counsellors and Psychotherapists (BACP) and Nursing Codes of Ethics.

Where do counselling sessions take place?

The counselling sessions take place in a quiet room on the NICU. It is also possible to receive counselling over the telephone if travelling to the hospital is difficult.

How to access the service

You can contact the counsellor by telephoning her on **01932 723889**. This is a voicemail telephone service, if you leave a message your call will usually be returned within one week.

Alternatively you may write to:

Lynn Parker, Bereavement Support Nurse, Neonatal Intensive Care Unit, St. Peter's Hospital, Guildford Road, CHERTSEY, Surrey KT16 0PZ

e.mail lynn.parker@asph.nhs.uk

You may also like to contact any of the following organisations for counselling and support:

BLISS	0500 618 140
The British Association of Counselling) <i>(for a nationwide list of counsellors)</i>	0870 443 5252
Cruise Bereavement	0844 779400
Relate	020 8940 8578
The Samaritans	01932 844 444
SANDS	020 7436 5881

FURTHER INFORMATION

Additional details about our two hospitals, including information regarding the Department caring for you can be found by logging on to our website www.ashfordstpeters.nhs.uk or the National NHS website www.nhs.uk which includes an A to Z guide to health.

Our staff endeavour to provide an excellent service but we do recognise that there are times when you may have concerns. In the first instance please raise these with the Senior Nurse or Manager in charge when you are at the hospital.