

How do I give feedback about my visit?

We want to hear your **suggestions** or **comments**. Your feedback helps us provide the best service. You can always speak to a member of staff.

You can also contact the **patient advice and liaison service (PALS)** on **020 3312 7777** (10.00 to 16.00, Monday to Friday excluding bank holidays) or email at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or questions and they can help solve problems.

You can make a complaint by ringing **020 3312 1337 / 1349** or emailing ICHC-tr.Complaints@nhs.net. The address is Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Other ways to read this leaflet

Please email us at imperial.communications@nhs.net if you need this leaflet in a different format. This could be large print, Easy read, as a sound recording, in Braille or in a different language.

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Renal and transplant Centre

Counselling and social support services

Information for patients, relatives and carers

Introduction

At the Imperial College renal and transplant centre, we understand that kidney disease is life changing. That is why we have a face-to-face and telephone counselling service for patients, family members and carers. This includes psychological and emotional support at any stage.

We understand it can be hard to ask for help. We offer a safe, confidential space where you can explore your concerns with a non-judgemental and qualified counsellor. They will help you to think about and talk through any kidney disease-related problems, such as:

- anxiety and depression relating to your kidney disease
- challenges adjusting to diagnosis and treatment, including dialysis, transplantation and kidney donation
- body image concerns associated with kidney disease
- broader issues related to coping with kidney disease and treatment regimes
- how your kidney disease impacts on relationships, including emotional or sexual difficulties
- support for immediate family members and caregivers with issues related to kidney disease

Please ring one of our counsellors for more information or to arrange an initial discussion.

- **lead counsellor:** 020 3313 6620
- **counsellor:** 020 3313 5341

Social support

When you're diagnosed with kidney disease, a lot of your time is taken up with hospital appointments and treatment. This can start to affect other parts of your life. You might have difficulties with work, finances or managing on a day-to-day basis.

Our social support worker can give you practical advice and help you access support. They can also share information about:

- benefits, financial support and grant applications
- local authority housing and social services support at home
- visiting family or friends abroad and social activities
- asylum and immigration

The social support worker can offer you face-to-face and telephone support. They can also offer help and advice for your relatives and carers.

- **social support worker:** 020 3313 6619

Resources

Samaritans: www.samaritans.org

To talk with someone right now call 116 123

Kidney charities and peer support:

www.kidney.org.uk

www.kidneycareuk.org

www.westlondonkpa.org