

The ROYAL MARSDEN
NHS Foundation Trust

The Paediatric and Teenage Psychological Support Service



NHS

**Information for patients aged
under 18 and their families**

Oak Centre for Children and Young People

Copyright © The Royal Marsden NHS Foundation Trust
All rights reserved

Revised July 2023
Planned review July 2026

This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre
Telephone: Chelsea 020 7811 8438 / 020 7808 2083
Sutton 020 8661 3759 / 3951
Email: patientcentre@rmh.nhs.uk

The Royal Marsden NHS Foundation Trust
Fulham Road
London SW3 6JJ

royalmarsden.nhs.uk

No part of this booklet may be reproduced in any way whatsoever without written permission except in the case of brief quotations embodied in critical articles and reviews.

No conflicts of interest were declared in the production of this booklet. The information in this booklet is correct at the time of going to print.

CU-1450-04

Thanks to supporters of The Royal Marsden Cancer Charity, we raised £16 million to build the Oak Centre for Children and Young People. Opened in September 2011 by TRH The Duke and Duchess of Cambridge, it is one of the largest comprehensive children and young people's cancer centres in Europe.

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and groundbreaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

The Royal Marsden Cancer Charity
For a future beyond cancer



Contents

Introduction

5

What do we do?

6

Is seeing a
Psychologist
confidential?

8

How can we be
contacted?

9

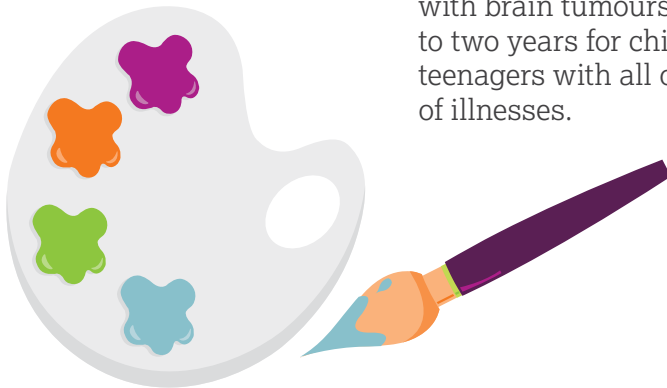
Introduction



We are a team of Clinical Psychologists, Trainee Psychologists and Assistant Psychologists who specialise in working with children, teenagers and their families. We work within the wider paediatric and teenage medical and nursing teams.

We offer psychological therapy, support and advice to any member of the family throughout the treatment journey, from the time of diagnosis, throughout treatment and after treatment has ended. We aim to tailor our service to the individual needs of each child, young person or family.

We can see patients and their families throughout treatment and up to five years after the end of treatment for children with brain tumours, and up to two years for children and teenagers with all other types of illnesses.



What do we do?

Being treated at The Royal Marsden can be really tough for both children/teenagers and for their families. Many children and families find that living with illness may have a huge impact on their lives. Our aim is to offer psychological therapy, support, advice and a listening ear to help you and your family find the best way forward. Talking about problems can help put them into perspective and can help you think of different ways of coping with them. Talking to a professional means that you can talk about things which may be difficult to discuss with family or friends.

We are experienced in working with children, young people and families who experience a range of difficulties.





We also offer advice and liaison to families and schools about problems with learning, memory or attention that may have been caused by the diagnosis or treatment. We will advise about the need for neuropsychological assessments and Education, Health and Care Plans (EHCP) for special educational needs. We offer neuropsychological assessments for all children with brain tumours.

Common difficulties that we work with include:

- Adjusting to the diagnosis and treatment and the impact this has on the family
- Feeling angry, upset, anxious or depressed about what is happening
- Feeling unmotivated and stuck
- Losing self confidence
- Feeling overwhelmed with worries
- Behaviour difficulties including problems sleeping, eating and out of control behaviour
- Difficulties in relationships with family/friends
- Finding it hard to adjust to life after treatment
- Difficulties with the long term effects of treatment
- Troubled by traumatic memories
- Struggling with learning, memory or attention.

Is seeing a Psychologist confidential?



We think it is important to keep what you say to us confidential (private). The only exception to this is if we think that you or someone else is at risk of harm, or we are concerned about any illegal activities. We would then need to share this information but we would always try and tell you before we do this.

We sometimes write a letter to your medical team and GP to let them know that we have seen you. We will discuss the content of any letter with you.

Please feel free to contact us if you want to find out more about our service and what we do.

How can we be contacted?



The Paediatric and Teenage Psychological Support Service can be contacted Monday to Friday, 9am–5pm, on **020 8661 3676**.

We can also be contacted by email: **PYAPSS@rmh.nhs.uk**



We can arrange to meet with you at our offices or, if you are on the ward, outpatients or day care, we can come and see you there. We also offer telephone and video sessions. Please contact us to arrange an appointment.

Our offices are located in Compton House, which is up the external stairs to the left of the Children's Unit.

If you are not able to contact us directly, you can ask one of the doctors, nurses, Young Lives vs Cancer workers, or another member of the team in the Children's Unit, to contact us.

24 hour telephone medical advice to professionals, patients, carers and families under the care of a paediatric oncologist at The Royal Marsden: **020 8915 6248**.

In an emergency:

We are available 9am–5pm Monday to Friday. In an emergency or out of hours, please contact your GP or visit your local A&E.



Notes and questions



Radiotherapy and
Chemotherapy Services
F538021 & F538022

CUSTOMER
SERVICE
EXCELLENCE

