

Health Conditions Psychology Service



KEY INFORMATION

- For children, adolescents, and adults with long term health conditions, and their families/whānau
- Free for people using the Service
- Short to medium term Service – around 4-5 sessions
- You are welcome to bring a support person
- Your privacy is important
- Feedback is very welcome

CONTACT US

P: 06 350 5180

Health Conditions
Psychology Service
c/- Psychology Clinic
PN319
Massey University
Private Bag 11 222
Palmerston North

Information for people using our Service

Welcome to the Massey Health Conditions Psychology Service (HCPS)

We provide psychology support for children, adolescents, and adults with long-term health conditions, and their whānau/families. We are funded by MidCentral Health so there is no cost to people using the Service.

We are a team of Psychologists based in Palmerston North. We travel around the region to see clients in other towns too.

Long-term health conditions can affect your personal well-being. We see people who might be experiencing:

- Fears, worries, or anxiety
- Anger and frustration
- Grief
- Low mood or depression
- Adjusting to a diagnosis or treatment
- Relationship or family issues
- Sexual concerns
- Body image issues
- Other types of distress

We will work with you to understand the difficulties you are experiencing and look at some changes you can make, or some tools to help improve the situation.

What Psychologists do

Psychologists are specialists in assessing and helping people with thoughts, feelings, and behaviours that are bothering them. We're not medical doctors or psychiatrists, and cannot prescribe medications.

We use a range of psychological approaches and strategies. We are guided by research, what's considered "best practice", and what fits best for each person.

The first appointment

Lots of people feel nervous about coming, and we'll do our best to help you feel comfortable. You are most welcome to bring a support person or family/whānau with you.

The first appointment is usually spent getting to know you and what is important to you, so we can look at how we might be able to help/support you. We usually allow an hour, but if you are unwell you may only want part of this time.

We'll decide on the next best step together. This may be:

- Have more sessions together
- Agree to have no further sessions
- Refer you to a service who is better able to help

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Confidentiality

Your privacy is important to us, so what you talk about in your sessions is kept confidential to the Massey Psychology Clinic.

But there are some exceptions to this:

- If we are worried that you or someone else is at risk of harm, we may need to talk to others and make a plan to reduce the risk.
- To make sure you get the best care we would like to give some feedback to the person who referred you, or others involved with your care. We will talk about this with you.
- As Psychologists we have professional supervision - we can explain to you more of what this involves.

You might be asked to complete questionnaires to help your Psychologist monitor how the sessions are going. These might also be used to evaluate our Service, but no information which identifies you is accessed when we do this.

We keep electronic and hard copy files securely. Also, if we work with you while you are in hospital some information will be put on a hospital file or database.

Satisfaction & Complaints

We want to know about your experience with us, and may ask you to answer some questions about this along the way. If you are unhappy with any aspect of our Service we really want to know. Please feel free to:

- Talk to your Psychologist during your appointments
- Contact the Service Coordinator Sarah Malthus on 06 350 5180
- Write to us at Psychology Clinic, PN319, Private Bag 11 222, Palmerston North, or email us at Massey.Clinic.PN@massey.ac.nz
- Complete an anonymous Client Satisfaction Questionnaire after your last session and pop it in the box at reception or freepost it back in the available envelopes

If you raise your concerns with us and are not satisfied with the outcome, please let us know, or contact the Health and Disability Commissioner (0800 11 22 33) or Advocacy Network Services (0800 555 050) for more information.

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