Feedback

We aim to make the services we provide suit your needs and preferences. We are very happy to hear any comments you have, either verbally or in writing.

If you have a complaint we would especially like to hear it. Please feel free to contact us using the details below.

Contact Details

Our details are:

- Clinical Psychology, Integrated Community Services, Newfield House, Kingfield Road, Coventry CV1 4NZ
- Telephone: 024 7623 7034
- Working Hours: Monday to Thursday 8.30-16.30
About us

We are Clinical Psychologists who work within Coventry Integrated Community Services. We support people to understand, prevent, cope with or recover from physical illness, injury or impairment.

What is a Clinical Psychologist?

Clinical Psychologists are trained to support people with a wide range of difficulties, including:

- helping someone to adjust to a new diagnosis, condition or injury, for instance
- anxiety and panic
- low mood and/or depression
- bereavement and issues around loss (e.g., of role, identity, for example)
- relationship difficulties
- low confidence
- sleep disturbance
- cognitive difficulties (e.g., problems with memory and/or concentration)

Unlike Psychiatrists, Clinical Psychologists are not medical doctors. We do not diagnose medical illness or prescribe medication. We are regularly supervised and as part of our registration keep up-to-date with new interventions, legislation and training etc.

How we can help

We can work with you and/or your family during your involvement with Integrated Community Services to offer advice and support, including how to understand and manage any difficulties that you may be experiencing. We see people within their own homes, in residential or nursing units, and in hospitals. We also work very closely with other professionals involved in your care to assist your treatment/intervention.

How to be referred to us

GPs cannot refer into this service. Your Community Nurse or the Community Health Professional involved in your care can talk to you about a referral if you thought it would be helpful. We would then write to or phone you to offer you an initial assessment. This would usually last for one hour and would give you the opportunity to talk about your concerns/difficulties and to think about whether seeing a Psychologist is likely to be helpful. Following this appointment we might decide to meet for further sessions. Alternatively, we might decide that psychological support is not needed at this time, or that another service is more appropriate.

How long we would see you for

We see people with a wide range of difficulties and this means that the length of assessment and/or therapy varies from person to person. We will discuss this with you towards the end of our assessment.

Will my information be kept confidential?

Absolutely. Confidentiality is an important part of therapy and any information you share with us will be treated in accordance with the Data Protection Act and will remain confidential within our service. We will let your referrer and your GP know about your progress, and we share information with other colleagues involved in your care on a need to know basis. We are also legally obliged to notify your GP or other health professionals (e.g. a Nurse) if there are any risks to your safety or the safety of others. However, we would always try to discuss our concerns with you first.