

Counselling – Maternity Department

Can I use the Counselling service?

You can use this service if you have been, or are going to be, referred to the Maternity Department at St George's Hospital and have experienced any of the following:

- A pregnancy loss / neonatal loss.
- An abnormality in pregnancy.
- A loss after a fertility journey.
- You are currently pregnant and feeling anxious after a previous pregnancy loss.

How do I get referred?

Any member of the medical / midwifery team can refer you. Bereaved parents who have had a pregnancy loss on our labour ward can self-refer by emailing:

Theresa.O'Connell@stgeorges.nhs.uk

Please state your name, date of birth and the best telephone number / email on which to contact you.

Why might I want to see a counsellor?

Counselling provides a safe, confidential space where you can talk about what is distressing you. The counsellor will offer support and help you to explore the problems and try to understand them. Coming to terms with difficulties / loss can sometimes enable you to understand them and develop ways of coping.

How many times do I need to see a counsellor?

Counselling contracts in the NHS are usually short term because of waiting lists. Your first appointment will take the form of an assessment which lasts just under one hour and at the end of the assessment, your counsellor will discuss the options around follow up sessions with you. If you need to change the time or day of the appointment the counsellor will try to do so, but this may not always be possible.

How long does a counselling session last and how often will I be seen?

A therapeutic session will normally last for 50 minutes and how often you attend for follow up sessions will be agreed at the end of your first assessment with the counsellor.

Who is the counsellor?

The counsellor is an experienced therapist who is accredited by both the BACP (British Association of Counselling & Psychotherapy) and BICA (British Infertility Counselling Association) and who works within a professional code of Ethics.

Where do I come for counselling?

The counselling room is on Gwillim Ward, which is on the 4th floor of Lanesborough wing in St George's hospital.

What days is counselling available?

Counselling is currently available on Thursdays and Fridays and there may be a short wait of approximately four weeks before your first appointment. Counselling may be in person, a telephone consultation or a virtual consultation.

This will be discussed with you at the point of referral.

For Clinical Midwifery Support

We have a bereavement support midwife who can be contacted by email on Melanie.O'Byrne@stgeorges.nhs.uk

Please state your name, and the best telephone/email on which to reach you when emailing the bereavement midwife.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Bereavement Services at St Georges Tel. 020 8725 2819

Spiritual Care Service Tel. 020 8725 3071

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer). **Tel:** 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



Reference: MAT_COU_01 **Published:** September 2020 **Review date:** September 2022