



Information for
patients and
carers

The Living Well Together Pathway

What You Need To Know

Living Well Together 



Excellent
care with
compassion

Diagnostics and Clinical Support-Clinical Health Psychology Service

  @LancsHospitals

What is the Living Well Together pathway?

The Living Well Together pathway is a psychological assessment and support service that takes referrals from medical and nursing specialists within Cardiology, Diabetes, Gastroenterology and Respiratory services.

We are a small team of clinical psychologists, cognitive-behavioural therapists and psychological well-being practitioners who specialise in using 'talking therapies' to help people to manage the psychological, or emotional, impact of physical health conditions. We are not medical doctors so do not prescribe tablets and we are not the same as psychiatrists who are trained to treat mental illness. As a specialist service we sometimes work alongside medical teams to provide a multidisciplinary approach to your care.

Who is the service offered by?

The Living Well Together pathway is a co-located service. This means that more than one NHS Trust delivers the service: in this case, Lancashire Teaching Hospitals NHS Foundation Trust and Lancashire & South Cumbria NHS Foundation Trust. This means that you may be seen by a clinician working in one or both services, depending on your needs. Clinicians from both Trusts collaborate closely on all aspects of the clinical work. Having a co-located service allows us to offer a wider range of psychological support and it helps us manage waiting times more effectively.

All clinicians are fully qualified professionals who are bound by the same standards of care and confidentiality.

Why have I been referred to the Living Well Together pathway?

A specialist within your medical team has identified that you may benefit from professional help in managing the psychological impact of your physical condition. This might be because something happened in hospital that felt traumatic, or it may be because you are worried about an upcoming procedure. Some people find it difficult to cope with the longer-term impact of their health condition and they may feel anxious, angry or low in mood. Others may be distressed about the impact their physical health condition has on their sense of identity and relationships with others. It is widely recognised that physical health conditions can have a big impact on emotional well-being and there is good evidence to show that accessing psychological support can be very beneficial.

What if I do not want to receive psychological support?

Your specialist doctor or nurse should have discussed your referral with you.

Even if you agreed to the referral when it was made, you can withdraw your consent at any time.

If you choose not to opt-in to the Living Well Together pathway then this will not impact on any other aspect of your healthcare.

What happens next?

Once you have confirmed that you wish to receive psychological support then one of the Living Well Together team will offer you an initial assessment to discuss your needs and let you know what to expect next. You may then be placed on our waiting list for psychological therapy, or we may decide together that another form of support or service would best meet your requirements.

The length of time you can expect to wait will depend on your needs and we will discuss this with you during your initial assessment. **Please note that if you do not opt-in for psychological support then we will not contact you again.**

How long will my appointment take?

Your initial assessment will last up to 45 minutes. After this, please anticipate that the first appointment with your allocated therapist could take up to 90 minutes to allow for a more comprehensive assessment. Ongoing therapy appointments are usually between 30 & 90 minutes, depending on your needs and the therapeutic approach that is best for you.

How will I attend my appointment?

Your initial assessment appointment will be held by telephone. Due to the current COVID-19 pandemic restrictions, subsequent appointments may be held either via secure video consulting, telephone or face-to-face depending on infection control policies at that time.

However you choose to attend your appointment, full instructions will be provided and if you choose video consulting then a link will be sent via e-mail.

What if I am unable to attend my appointment?

If you are not well enough to take part in your appointment or are having difficulty, please contact us using the details given on your appointment correspondence.

Contact details

Should you require further advice or information please contact the Clinical Health Psychology Service on **01772 523252** (answer phone is available 24 hours) or email us at: livingwelltogether@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.lscft.nhs.uk/Mindsmatter

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site.

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણા માં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

پوچھیے۔ یہ معلومات دوسری ضرورت ہے تو براے مہربانی سمجھنے کے لیے مدد کی اگر آپ کو یہ معلومات بھی دستیاب ہو سکتی ہے زبانوں اور بڑی چھپائی میں

Arabic:

بأحرف مطبوعة المعلومات هذه توفير يمكن. تطلب أن يُرجى المعلومات هذه فهم في مساعدة توريد كنت إذا أخرى وبلغات كبيرة

Living Well Together is provided by Lancashire and South Cumbria NHS Foundation Trust, Lancashire Teaching Hospitals NHS Foundation Trust and MindMatters programme

Department: Clinical Health Psychology Service

Division: Diagnostics and Clinical Support

Production date: September 2021

Review date: September 2024

JR683 v1