

## Counselling for cancer and palliative care patients and their families

When you and/or the person you are looking after are facing a serious illness, this can cause psychological or emotional distress. Sometimes you may experience feelings such as grief, fear, loneliness, anger, or guilt. You may be going through a crisis or a situation that has gone on for some time. It may suddenly feel unbearable and everything may be getting on top of you, or perhaps you feel stuck, helpless in a situation you can't see your way out of. At these times you may want help to sort out these difficulties.

Counselling can help you make sense of what is happening, and this will enable you to cope better with the situation. The counsellor will listen to you, and try to help you to understand your feelings.

### Listening

Having time to talk through your situation with someone who really listens can help you to see things in a different way.

### Understanding

Counselling is a way to help you understand your feelings and what is happening in your life.

### Changing

The counsellor helps you to work out what changes you can make and how to make them. Counselling can't solve all your problems and sometimes it is not the most suitable form of help. However, the first time you see the counsellor you can discuss your situation and find out if counselling can give you the help you need.



## Seeing a counsellor

You may have already agreed to see a counsellor. After your first visit, the counsellor will arrange to see you again if you decide that counselling may benefit you. Different people need different amounts of time, and this will be agreed with you and reviewed as the counselling progresses.

## Confidentiality

The meetings you have with the counsellor are all confidential, in line with the code of ethics within which the counsellor works. The counsellor will explain this and answer any questions that you have.

If you have any comments or questions about this service, please contact the clinical nurse specialist or the doctor who referred you.

## Patient Advice & Liaison Service (PALS)

PALS staff are available to offer advice or information on healthcare matters. The office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email. PALS staff can also visit inpatients on all Trust sites.

### The contact details are:

**Telephone: 01302 553140 or 0800 028 8059**

**Minicom (Text talk): 01302 553140**

**Email: [pals.dbh@dbh.nhs.uk](mailto:pals.dbh@dbh.nhs.uk)**

