

Family Psychological Support Service Pathway

Accessing the service



- The Family Psychological Support Service (FPSS) has been commissioned to provide specialist and person centred psychological support for families who are part of the Independent Maternity Review into cases of potentially serious concern at Nottingham University Hospitals NHS Trust.
- FPSS has a number of support options available to meet your needs, including home visits, face to face appointments in a clinic setting or virtual/ phone appointments.
- You can refer yourself and family members. You can do this by sending an email to trentpts.fpss@nhs.net or by calling **0115 200 1000**.
- The Independent Review Team can also refer you. Contact them if you would like them to do this on your behalf. Their email is support@donnaockenden.com

Welcome and introduction



- Once your referral has been received a 'Wellbeing Navigator' will contact you. The Wellbeing Navigator is a clinically trained member of the FPSS team, who will have a conversation with you, to ensure they understand the outcomes you want to reach by accessing support and where and when you'd like to access support. They will work to ensure you are aware of the choices regarding the service offer and the information you share will guide which clinician is assigned to support you. Your Wellbeing Navigator will remain your link person throughout your time with FPSS and Independent Maternity Review

Clinical Multidisciplinary Team



- The information provided within your referral and from your discussion with the Wellbeing Navigator will be reviewed by the clinical multidisciplinary team. They will select the clinician best able to assess your needs informed by the information provided.

Assessment



- Following your conversation with the Wellbeing Navigator a clinician will be allocated to you, who is trained with the clinical skills to support you in meeting your outcomes. You will be able to meet with them at a time and location that is convenient with you. An assessment will be undertaken by them with you, where you will have an opportunity to share your experiences and work with the clinician to develop a personalised treatment and support plan.

Treatment and support



- The clinician will work with you to meet the person-centred plan. This will be individualised to meet your needs. If at any time you want to discuss the support in place, this can be discussed with your clinician or your Wellbeing Navigator.

Key contacts

Independent Review Team	<ul style="list-style-type: none"> • Website: www.ockendenmaternityreview.org.uk • Telephone: 01243 786993 • Email: support@donnaockenden.com
Nottingham and Nottinghamshire ICB (commissioners of the FPSS service)	<ul style="list-style-type: none"> • Website: www.notts.icb.nhs.uk/about-us/ • Telephone: 0115 8839570 • Email for patient experience: nnicb-nn.patientexperience@nhs.net
Family Psychological Support Service (FPSS)	<ul style="list-style-type: none"> • Website: www.trentpts.co.uk/fpss-what-to-expect-when-first-meet-us • Telephone: 0115 200 1000 • Email for self-referral: trentpts.fpss@nhs.net • Email for enquires: enquiries@fpssnottingham.co.uk