



## **Inspire Independent Counselling Service for Patients and Families involved in or affected by The Urology Lookback Review.**

The Southern Health and Social Care Trust has commissioned Inspire to provide an independent and confidential counselling service for patients and their family members who were a patient of Mr Aidan O'Brien and whose care is being reviewed as part of the Urology Lookback Review.

The service is available to give you a private space to discuss your own thoughts and feelings around the Urology Lookback Review and how it has impacted you, by talking with an experienced counsellor, skilled in psychological support.

The support offered by Inspire will be entirely separate to any appointments or reviews you may be involved in with the Trust, and none of the information you discuss or share with your counsellor will be shared back with the Trust.

### **What you can expect:**

The Urology liaison officer from the Southern Trust will have discussed the independent counselling available from Inspire and having gained your consent, will forward your chosen contact details to the Inspire team.

Inspire will then contact you directly to arrange an appointment with one of their experienced counsellors, who will then work with you over the coming weeks to provide advice and psychological support.

The number of appointments involved with your counsellor will typically be around 6 sessions, but may be less or more depending on the needs of each individual case.

The information you discuss will be treated confidentially between you and your Inspire counsellor and none of the details you discuss will be shared or fed back to the Trust. Any notes written during the sessions with your counsellor will be safely and confidentially stored by Inspire on completion of the work.

Support will be provided either by face-to-face, by telephone or on a secure remote video platform, depending on the preference of the patient.

### **To access Inspire please contact the Urology Lookback Helpline:**

**Freephone Telephone Number: 0800 414 85020**

Phone Lines are open: 10am to 3pm, Monday to Friday (excluding bank/public holidays)

(outside of these hours, an answering machine service will be available. A member of staff will then arrange to return your call within 2 working days)

Email: [urologylookback@southerntrust.hscni.net](mailto:urologylookback@southerntrust.hscni.net)

