

Urology Lookback Review Helpline

Freephone: 0800 414 8520

Open 9am – 4pm Monday to Friday

Outside these hours an answering machine will be available. Please leave your name and telephone number a member of the team will return your call within 1 working day.

Email: urologylookback@southerntrust.hscni.net



Urology Lookback Review

Support for Patients and Relatives



The Urology Lookback Review

Southern Health & Social Care Trust had written to you previously to advise that they were undertaking a Lookback Review of the care you received under Mr Aidan O'Brien, urology consultant.

The purpose of a Lookback Review is to ensure patients are receiving or have received the care and treatment they require and if not, remedy care if necessary and when possible. You will have already received a letter detailing the outcome of the review of your care.

How might you be feeling at this time?

Being involved in the Urology Lookback Review can be a stressful experience. Receiving information regarding the outcome of the Urology Lookback Review of your care may cause you to have concerns and questions. This can be the case even if no issues were identified with your care.

What you might find helpful?

The Urology Lookback Team is here to help and support you through this process. Our aim as a team is to answer any questions you may have and support you with your concerns. You may wish to discuss other questions with your GP. We recognise that this type of information may have been difficult to process and that you may require some time to consider it. The Urology Lookback Team want to find the right support for you.

How can I access support?

Southern Health and Social Care Trust have engaged an independent external counselling service called "*Inspire*" which we feel could be helpful. This service can provide counselling / support to patients, or next of kin for deceased patients, who have been affected by the Urology Lookback Review.

This service is free to you.

Who provides the service?

Inspire is a confidential, independent counselling service for patients and families involved in, or affected by, the Urology Lookback Review. Counsellors are skilled in offering emotional support. At your appointment with the *Inspire* counsellor, you can discuss your thoughts and feelings around the Urology Lookback Review and how it has affected you.

How do I get help from Inspire?

If you wish to speak to a counsellor, please contact the Urology Lookback Helpline, the contact details are overleaf and we will make the necessary arrangements for you to speak to one of their experienced counsellors.

Is Inspire Confidential?

The information you share will be treated with complete confidence by your *Inspire* counsellor. Nothing you discuss will be shared with the Trust or the Urology Lookback Team.