Patient Information
H05

NHS Golden Jubilee

Clinical Psychology

Reviewed: September 2026
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Version 3

About this leaflet

The purpose of this leaflet is to tell you about what a clinical psychologist is, how they can help you and what to expect when you see them.

What is a Clinical Psychologist?

A clinical psychologist is a specialist who has been trained to help people who are experiencing some distress or difficulty in their life.

All clinical psychologists have completed professional training, which lasts for a minimum of six years.

Clinical psychologists are not psychiatrists or medical doctors. They do not prescribe drugs but use talking therapies to help people overcome psychological problems.

What sort of problems could a Clinical Psychologist help with?

Clinical psychologists can help with:

- adjustment to health changes;
- anxiety/panic;
- bereavement;
- carer stress;
- dementia;
- depression;
- memory difficulties;
- relationship problems; and
- alcohol and substance misuse.

How can you access the clinical psychology?

The Golden Jubilee University National Hospital's psychology team provides dedicated services to the following departments:

- Orthopaedics
- Scottish National Advanced Heart Failure Service (SNAHFS)
- Scottish Adult Congenital Cardiac Service (SACCS)
- Scottish Pulmonary Vascular Unit (SPVU)

If you believe you would benefit from a clinical psychology appointment you can:

- request an appointment by speaking to any of the healthcare professionals within your clinical care team; and
- ask your general practitioner (GP), who can refer you to this service or will be aware of what is available locally.

What should you expect?

Your first consultation may be longer than later appointments, lasting approximately one hour. You will have an opportunity to talk about your problems as you see them and how you would like them to change.

The clinical psychologist will usually ask about other aspects of your life and personal experiences. This is necessary to gain a more complete understanding of you as a person, and not just the symptoms you are experiencing.

Are friends and relatives involved?

Relatives and friends may be concerned about your welfare. In certain cases, psychologists may need to talk with members of your family or others involved with your care, this will only be done with your knowledge and consent. It may also involve you being seen individually or, if you prefer, with your partner or family member.

What will happen next?

After the first few sessions, the clinical psychologist will devise a plan about how to approach your problems. This may involve meeting for further sessions to talk about your reactions to situations and how you coped, how you view and think about important areas in your life, and what you are feeling.

You will be asked to complete some assessment forms about your problems to help monitor your progress throughout treatment. In some instances, another person or organisation may be suggested as more appropriate to help you.

Appointments

The number of appointments you have will depend on the plan agreed with your psychologist. Appointments usually last between 30 minutes and one hour. It is not unusual for people to be assisted by numerous healthcare professionals. If it is more convenient for you, appointments can be arranged to coincide with other hospital appointments at the Golden Jubilee National Hospital.

As with any hospital appointment, it is important to let the clinical psychologist know as soon as possible if you are unable to attend.

What are the risks?

Talking about your problems can be upsetting at times and may make you feel worse for a while. Generally this is a phase in treatment and, in time, talking things through with a psychological therapist can make the problems easier to bear. Please be sure to tell your clinical psychologist if you feel that treatment is making you feel worse, or if you have any other concerns or worries about therapy.

What will happen with the information you give us?

The clinical psychologist will usually contact your GP and the team member who referred you to let them know you are attending the service and inform them of any future plans. You have the right to receive copies of any letters about your treatment.

We are committed to helping improve patients' understanding of their health and the care they are receiving. All letters written by a health professional will be copied to you. If you do not wish to receive these letters, please inform any member of the team.

All our staff have a strict code of conduct on confidentiality. This may be breached in exceptional circumstances where there appears sufficient evidence to raise serious concern about the:

- safety of patients;
- safety of other persons who may be endangered by the patient's behaviour; or
- health, welfare or safety of children or vulnerable adults.

We may share some information with other staff who do not work at the Golden Jubilee National Hospital. Examples of these may include your GP and social service employees. Our staff follow national guidelines to ensure we:

- only share information with those who need to know in order to provide good quality care; and
- share the minimum information necessary to ensure good quality care.

Accessibility

Please tell us if English is not your first language or you have sight or hearing difficulties. We will then be able to make suitable arrangements for you.

If you have sight or hearing difficulties, please bring any reading glasses or hearing aids as appropriate.

Any problems?

We welcome your views on the services we provide. If you are worried about seeing a psychologist or have any other questions, for example how to get to your appointment, or if you need to change appointment times, please contact us.

If you are not happy with any aspect of the service, please talk to the person involved or the team manager. If you are unable to resolve your concerns or would like to take the matter further, please write to:

Feedback and Complaints Officer (Risk Manager)
Golden Jubilee National Hospital
Agamemnon Street, Clydebank, G81 4DY
Telephone: 0141 951 5177

Additional information

If you require help urgently out of hours, please contact your GP in the first instance. Support is also available from Breathing Space, which provides a free, confidential telephone service for anyone in Scotland experiencing low mood, depression or anxiety.

Breathing space: 0800 83 85 87.

Further information and self-help guides for common mental health problems are available via NHS Inform online at:
https://www.nhsinform.scot/symptoms-and-self-help/self-help-guides.

Urgent help

If you're feeling distressed, in a state of despair, suicidal or in need of emotional support, you can phone NHS 24 on 111.

For an emergency ambulance, phone 999.

Contact

If you need to contact the clinical psychology service, please email, telephone, or write to:

Psychology
Scottish National Advanced Heart Failure Service
Golden Jubilee University National Hospital
Agamemnon Street, Clydebank, West Dunbartonshire, G81 4DY

Telephone: 0141 951 5652
Email: gjnh.psychology@gjnh.scot.nhs.uk

Normally there will be choices to make about your healthcare.

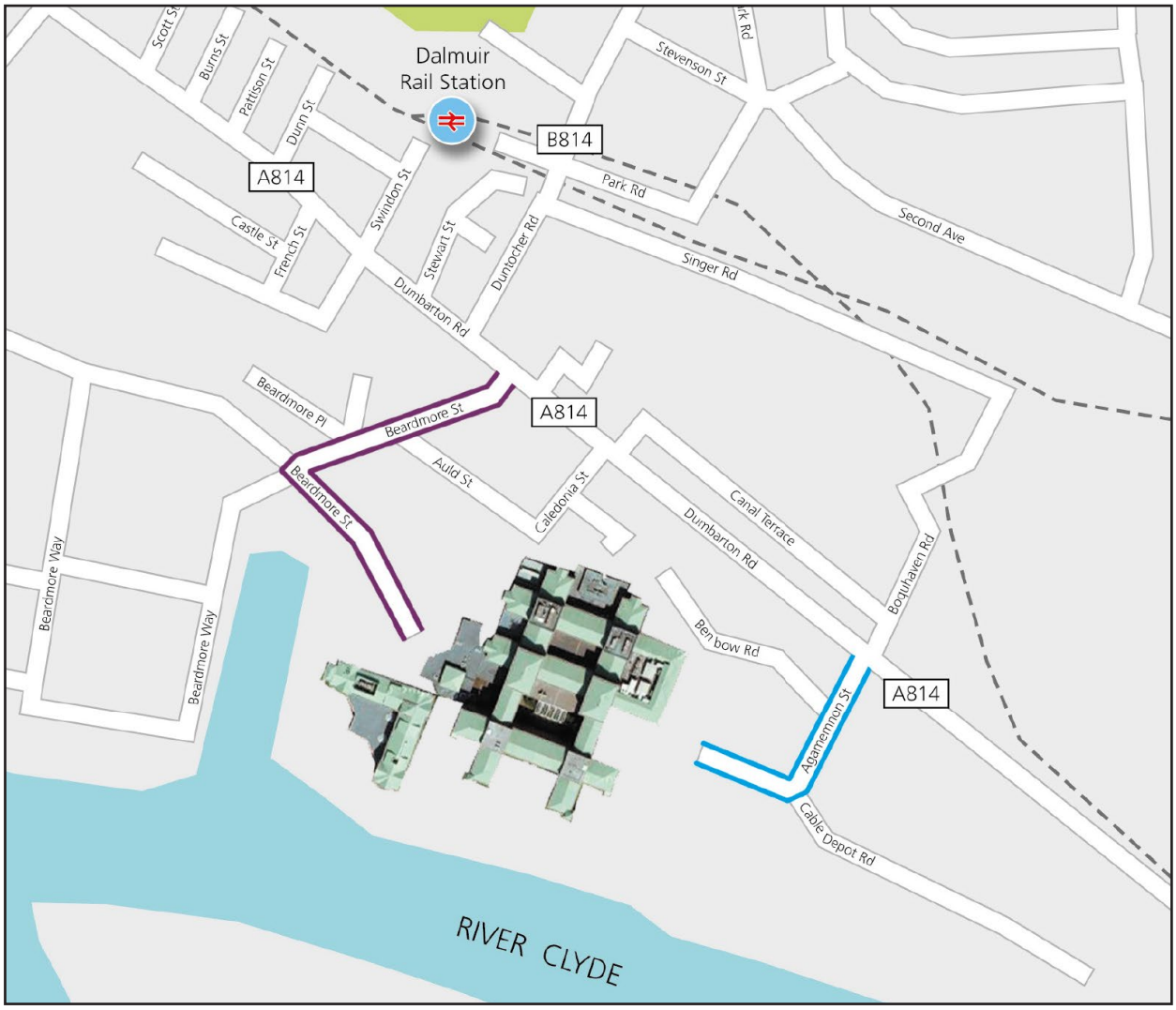
Try and get the answers to the following three questions:

1. What are my options?

2. What are the possible benefits and risks of these options?

3. How likely are the possible benefits and risks to occur?

Getting here



All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

كافة مطبوعاتنا متاحة بلغات مختلفة و بالأحرف الطباعية الكبيرة و بطريقة بريل الخاصة بالمكفوفين (باللغة الإنكليزية فقط) و على شريط كاسيت سمعي أو بصيغة بديلة حسب خيارك.

Tha gach sgrìobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip claistinn no riochd eile a tha sibh airson a thaghadh.

हमारे सब प्रकाशन अनेक भाषाओं, बड़े अक्षरों की छपाई, ब्रेल (केवल अंग्रेज़ी), सुनने वाली कसेट या आपकी पसंदनुसार किसी अन्य फ़ॉरमेट (आरूप) में भी उपलब्ध हैं।

我们所有的印刷品均有不同语言版本、大字体版本、盲文（仅有英文）、录音带版本或你想要的另外形式供选择。

ਸਾਡੇ ਸਾਰੇ ਪਰਚੇ ਅਤੇ ਕਿਤਾਬਚੇ ਵਰੀਰਾ ਵੱਖ ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬ੍ਰੇਲ (ਸਿਰਫ਼ ਅੰਗਰੇਜ਼ੀ) ਵਿਚ, ਆਡੀਓ ਟੇਪ 'ਤੇ ਜਾਂ ਤੁਹਾਡੀ ਮਰਜ਼ੀ ਅਨੁਸਾਰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੇ ਹਨ।

ہماری تمام مطبوعات مختلف زبانوں، بڑے حروف کی چھپائی، بریل (صرف انگریزی)، سنے والی کسٹ یا آپ کی پسند کے مطابق کسی دیگر صورت (فارمیٹ) میں بھی دستیاب ہیں۔

reviewed for plain English

☎: 0141 951 5513