



First Step Employment Support

NHS
Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Occupational Psychology Support – patient information

What is Occupational Psychology?

Occupational Psychologists are practitioners who apply psychological theories to the workplace to support and develop employees, line managers and employers.

Do they offer psychological therapy?

No. Occupational Psychologists are not trained to offer treatment or psychological therapies. This is provided by your First Step practitioner.

What is cognitive functioning?

Cognitive functioning is a term used to describe how we learn, think, reason, remember, problem solve, make decisions, concentrate and pay attention. We use these abilities every day when we are at work or when we are carrying out tasks at home.

Struggling at work?

An Occupational Psychologist can assess what is causing a work issue and recommend appropriate support. The length and type of support will depend upon an assessment of your needs. All assessments are confidential and will not be shared with anyone unless you give your written consent to share the information.

Working with your employer

Occupational Psychologists also specialise in helping employers to understand how to get the best out of the people that work for them. They can discuss with your employer the support you need to do your job effectively.

How do I access Occupational Psychology support?

You can search for a private Chartered Occupational Psychologist using the internet or alternatively you can contact **Karen Royle, Ways to Work 07966 371044** who will be pleased to discuss your needs confidentially.



Funding

You can apply for funding to meet the costs of an assessment and subsequent support through the UK Government Access to Work scheme.

<https://www.gov.uk/access-to-work/apply> or telephone 0800 121 7479

Once you've made your application an Access to Work Advisor will arrange to call you to discuss your needs and the type of help you are requesting. Please ask the Access to Work Advisor to speak to your First Step Employment Advisor who can provide them with further detail about your needs

Our telephone number is 0300 123 9122

Confidentiality

We promise to use your information fairly and legally, and in line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time. First Step Practitioners and First Step Employment Advisors work alongside each other to provide integrated employment support and will have shared access to your information. Please speak to your First Step Practitioner if you have any questions about your information and your clinical record.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

Published by the Patient Information Centre

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NHS Foundation Trust

Ref, PIC/862/1121 November 2021 V1

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2024



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