

What if I don't want support at this time?

You may decide that you do not wish to access any of the services offered and this is also ok. The purpose of this appointment is that you have the opportunity to access support at the earliest point so that you do not feel like you have to cope alone. However, you can access any of the services mentioned above at any other time at a later date if this feels more appropriate.

Who can I contact?

If you would like further information on the New Diagnosis Support Service please contact the Health Advisers on **07771626029**.

Help in a Crisis?

If you feel your need is so great you need immediate help, here are some numbers you can contact:

Appointments 0289063 6477 phone after 11am

Nurse Advice Line 0289063 3683

Health Advisers 0289063 3953 or 07771626029

Pharmacy 0289063 3420

Specialist Social Work Team 028950 40405



what
happens_{next?}

Lifeline

0808 808 8000



challenges ahead



New Diagnosis Support Services

Receiving a diagnosis of HIV can be a particularly challenging event. People can feel emotionally vulnerable, have many questions and sometimes struggle to cope with making sense of what it involves. It is entirely normal to feel this way and while most people adapt and adjust after a period of time, we know that living with a diagnosis of HIV can throw up many challenges along the way.

How can we help?

At the clinic we have a team of specialists who can assist you to meet your emotional support needs throughout your care journey. We have a range of services available to support you with whatever may arise, these include Specialist Social Work, Health Advisors, Clinical Nurse Specialists, Clinical Psychology and Psychiatry.

How do I access support services?

You will automatically be offered an appointment with our “New Diagnosis Support Services” in approximately 2 weeks. At this appointment, a member of the Social Work team will meet with you to discuss any concerns you may have and complete a thorough assessment of your support needs.

What will happen at my assessment?

Information you provide at this appointment will be treated with the strictest confidence. Following your assessment, the social worker may offer suggestions of a specific support service within the clinic that may be able to help with your needs at this time. You may be offered a number of service options depending on your needs assessment.

New Diagnosis Support Diagram

- Positive Test Result/New Diagnosis
- Appointment with Doctor
- Health Advisor support



- Next Appointment - 2 weeks later (approx)
- Review with Doctor + Appt with New Diagnosis Support



**Needs
Assessment**

No Action

Support
Services

