Seeing a Clinical Psychologist and Counsellor at The Old Chapel

Information for patients, relatives and carers

ⓘ For more information, please contact:

Department of Psychological Medicine
The Old Chapel
Bootham Park
YORK YO30 7BY
Tel: 01904 725353
Fax: 01904 728651
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What to expect

Your appointment lasts about one hour and is confidential. Confidentiality would only be breached in the event of a significant risk to yourself or others. Your clinician will discuss this with you further.

Psychological Medicine clinic letters are sent to your hospital clinician and your GP routinely, but if there are personal details you would rather were not mentioned this will normally be respected, unless your clinician felt the need to pass on this information on a need-to-know basis.

Your appointment with us is important and you should always try and keep it. If you need to change your appointment please ring us on 01904 725353.

The clinics are in demand so we ask that you give as much notice as possible so that we can offer the appointment to someone else.
Cancellations/DNA policy

If you fail to attend your appointment without letting us know, we will assume that you no longer wish to be seen and will discharge you back to the care of your referring clinician in accordance with Trust Policy.

Only in exceptional circumstances will you be offered a further appointment should you fail to attend.

If you are unable to attend your appointments please inform us on 01904 725353 as soon as possible so that this appointment could be offered to another patient.
How to get to (The Old Chapel) Department of Psychological Medicine

The diagram below illustrates the road links to Bootham Park Hospital and York Hospital.
Where is The Old Chapel?

The Psychological Medicine Department is based in The Old Chapel which is situated on the grounds of Bootham Park Hospital. See map below:
Entering The Old Chapel

There is an intercom post located to the right of the front door to The Old Chapel. Press the button to speak to reception staff. The doors will automatically open and close behind you.

Reception staff will book you in and you will be asked to take a seat in the waiting room. There is a patient toilet opposite the waiting room with disabled facilities. Clinicians will collect you from the waiting room at your appointment time. If they do not collect you within 15 minutes then please alert the admin staff.

Arriving by wheelchair or do you struggle with stairs?

The Old Chapel has restricted access for patients using large wheelchairs. If you use a wheelchair please call to ensure that we are able to accommodate this. Also, most of our clinic rooms are located on the ground floor, however, some are on the first floor – if you have any mobility problems please let us know.
Parking

We suggest that you park in the multi-storey car park at York Hospital or use the public car park in Union Terrace.

Visitor car parking at Bootham Park Hospital is for the use of a limited number of users. If you do park on site at Bootham Park Hospital, you will need to collect a ‘pink permit’ from the main reception at Bootham Park Hospital and display it with your payment ticket.

If you have a blue disabled badge you are able to park on site. You do not need to obtain a pink parking pass or pay & display, but you need to park in a marked parking bay and display your blue badge. Please note there is only one disabled parking bay on site.

There is a barrier situated next to the ‘pay and display’ machine, in the middle of the private road through the site – the barrier is only operated by staff ID badges and visitors to the site are not allowed access through.

Charges at both hospital car parks are the same as the York Council car park in Union Terrace.
Public Transport

There are bus stops located on the Clarence Street entrance to Bootham Park Hospital. Regular bus services operate from these stops. For further information please contact travel line on 01904 551400.

Arrival by Ambulance for an Outpatient Appointment

Patients arriving by ambulance should be given appointments earlier in the day to ensure that the Ambulance Service can collect you before the department closes at 5.00 pm. Please inform us if you are arriving by transport on 01904 725353 so that this can be accommodated.

Patients are responsible for booking their own transport ‘there and back’ from their appointments. To book this use the advanced booking on 0300 3302000.
House Keeping

In the event of a fire you will be escorted by your clinician from the building via the front door or rear fire exit. The fire assembly point is in front of The Old Chapel.

There are no hospitality facilities at The Old Chapel, apart from a water machine in the waiting area.

There is an accessible disabled toilet on the ground floor and further toilet facilities on the first floor.

For any further information please contact our admin team by telephoning 01904 725353.
Tell us what you think

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact Joanne Barker, Administrator, Department of Psychological Medicine, The Old Chapel, Bootham Park YORK, YO30 7BY, or telephone 01904 725353.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison Service (PALS)

The York based team can be contacted on 01904 726262, or via email at pals.york@york.nhs.uk

The Scarborough based team can be contacted on 01723 342434, or via email at pals.scarborough@york.nhs.uk

Answer phones are available out of hours.
Please telephone or email if you require this information in a different language or format

01904 725566
e-mail: access@york.nhs.uk

Braille  Audio e.g. CD
Large print  Electronic

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