

## Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

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## PIPS Parent Infant Psychology Service

### Information for parents and carers



## Who are we?

We are a team of people who help families expecting a child and parents/guardians with babies or young infants. We are clinical and counselling psychologists and have experience of working with families for many years.

## What do we do?

**PIPS aims to help you to understand your baby better and support you with your feelings.** We do this by making sense of what might be troubling you, discussing any concerns you might have about your relationship with your infant, as well as finding ways to address these difficulties. We listen, ask questions and sometimes make suggestions. Usually, we meet with you and your infant at your appointments.

## Who do we work with?

We work with parents and guardians with their children under 2 years old, and also expectant parents, registered with a Haringey GP or living in Haringey.



**Parent Infant Psychology Service (PIPS)**

**Tynemouth Road Health Centre**

**24 Tynemouth Road**

**Tottenham N15 4RH**

email: [haringeypips@nhs.net](mailto:haringeypips@nhs.net)

## How do I get to see a member of the PIPS team?

You should speak with your Health Visitor, Midwife, Mental Health Worker, GP or someone from your child's Children's Centre. They will then get in touch with us.

We work across the East and the West of the borough, mostly at the following health centres: Tynemouth Road, Bounds Green & Hornsey Central.

## How long do we see people for?

We see people for appointments lasting approximately one hour. Our initial meeting might be a bit longer than this to give us a chance to get to know you and hear about your challenges. If you have any questions about this first meeting, please ask us when we call you to arrange it.

After the first few meetings we will have an idea about how to help and agree on a plan with you.



## Why might parents get in touch?

We see parents who have all kinds of questions or concerns:

*“Why am I feeling tearful and down? I have just given birth; surely this should be a time of happiness?”*

*“I had a tough time with my parents and having a child has brought back difficult memories from my own childhood. I don't want my child to go through the same”*

*“Why is my child clingy and hard to comfort?”*

*“I am not getting on with my partner at the moment and I am worried it's affecting my infant”*

*“The birth was traumatic and I'd like to talk it through with someone.”*

## Does this mean I am a bad parent?

Certainly not.

The journey to parenthood can be challenging for many families. We want to offer support to help you through these times.



## How we work with other services

When we have finished working with you, a brief summary of our work together will be sent to the person who referred you and to your GP. If we are worried about your safety or your child's, we would need to talk to you and think about what other agencies might need to be involved.

## What information is kept and shared?

We keep a record of all visits, telephone calls and other contacts we have with you on the Whittington Health systems. This information is shared, where appropriate, amongst all professionals involved in your child's care throughout the duration of our work together. If you have any concerns regarding this, please have a conversation with your PIPS therapist.