

## How to contact us

Our direct telephone number: 020 8539 5592

### Internet

Directions and further information can be found at

[www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)

Or email us at:

[pss@bartshealth.nhs.uk](mailto:pss@bartshealth.nhs.uk)

### Tell us what you think

We welcome feedback, comments and suggestions. Please complete the feedback questionnaire given to you by your key worker or counsellor, or you can leave a message for the Margaret Centre matron on 020 8535 6604.

### Patient Advice and Liaison Service

If you need general information or advice about Trust services, please contact the Patient Advice and Liaison Service (PALS) on 020 3594 2040 or visit [www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals). Alternatively please contact staff who are providing your care if you require clinical advice.

### Large print and other languages

For this leaflet in large print, please ring 020 3594 2040 or 020 3594 2050.

For help interpreting this leaflet in other languages, please ring 020 8223 8934.

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Switchboard: 020 3416 5000

[www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)

Patient information

## Psychological Support Service

### Zig Zag Children's Service

Diagnosis-related and bereavement counselling through play therapy for children aged 3 – 11 years

The Margaret Centre  
Whipps Cross Hospital,  
Whipps Cross Road,  
Leytonstone,  
London  
E11 1NR



## What is Zig Zag?

Established in 1991, Zig Zag is a service that helps children to work through, and make sense of, their experiences related to life-limiting illness and/or bereavement. Zig Zag is run by play therapists, and is based at the Margaret Centre.

## Who is Zig Zag for?

Zig Zag is for any child, between 3 and 11 years of age, who needs help and support through times of loss and change related to life-limiting conditions and bereavement.

## How can Zig Zag help me?

We aim to support children and their families by providing:

- Play therapy: using play and/or creative arts, children can express and communicate difficult thoughts and feelings in a safe and supportive environment.
- Parental support: support for parents/carers concerned with how their child is coping /dealing with a life-limiting illness in the family or with a bereavement.
- Outreach: schools and other agencies can be offered professional support and advice.

## What is play therapy?

Play therapy provides an opportunity for children, usually aged 3-11 years, to share their difficulties with someone who is outside their day-to-day life and has the time, skills and training to help.

The aim of play therapy is to provide an opportunity for children to work through and make sense of their experience.



Play Therapy is a means of offering help where children can explore difficult and painful experience in a safe and supportive environment.

## Who can make a referral to Zig Zag?

Children can be referred to Zig Zag by their families, health visitors, family doctors, schools and other professionals/ agencies.

## What happens then?

When we get a referral, we contact the family to arrange an initial meeting. We can then discuss how Zig Zag may be able to help.

If after reading this leaflet, you want to contact us, please call: 020 8539 5592