



Patient Information Centre

Patient Information Leaflet



About the Patient Information Centre

The Centre aims to ensure that everyone has access to a range of useful health and wellbeing information resources.

The service is free and completely confidential.

The staff at the Centre can provide access to information resources about:

- Medical conditions, procedures and treatments.
- Accessing self-help and support groups.
- Using the NHS complaints process.
- NHS services within Northumberland, Tyne and Wear NHS Foundation Trust.

Staff in the Patient Information Centre will do their best to answer your questions, and if we can't answer them ourselves we probably know someone who can.



Who can use the Patient Information Centre?

The services offered by the Centre are available to everyone, not only patients. You may require information about a particular health issue or need to find the name of a support group. Whatever your question the Centre is here to help you. Healthcare staff are also able to access the Centre.

How to contact the Patient Information Centre

The Centre and resource room is open for anyone to call in on weekdays from 9.30 am - 12 noon and 1.00 pm - 4.30 pm, no appointment is needed. If you would like to come at a special time you can make an appointment to meet with a member of staff at the Centre.

An answerphone service is available when the centre is closed, simply leave your name, telephone number and message and your call will be returned as soon as possible.

Where is the Patient Information Centre?

The Patient Information Centre is based within St Nicholas Hospital, just along the corridor from the main clock tower reception.

The Information Standard

The Centre holds NHS England's quality mark for producing quality, reliable, trustworthy information.

The team works hard to maintain the accreditation and ensures when we develop new resources we involve service users and carers.



You will see this quality mark on all of the patient and carer information produced by the Trust.

Patient Information Centre website

The Centre's website has a range of useful information www.ntw.nhs.uk/pic

Northumberland, Tyne and Wear NHS
NHS Foundation Trust

Mental health information for patients, carers and healthcare staff

-  Self help guides
-  A-Z Organisation search
-  Mental Health Act
-  Resources search
-  Medication

view or download at
www.ntw.nhs.uk/pic



Self Help Guides

23 mental health self help guides written by NHS clinical psychologists with contributions from service users and healthcare staff.

Titles cover Depression and Low Mood, Stress, Controlling Anger, Panic, Sleeping Problems, Bereavement and Anxiety.

You can:

- download the guides, they are also available in easy read and BSL formats
- view video introductions
- listen to the guides in audio format
- download the guides as an mp3 file
- purchase the guides (via PayPal)
- leave online reviews

A-Z Organisation Search

An online searchable directory self help and support groups for people in Northumberland, Tyne and Wear.



Mental Health Act

A series of Mental Health Act information videos and leaflets available in 28 languages.



Resources Search

Access to thousands of health information resources on health related conditions.



Medication

A range of patient information leaflets which provide information about medicines, side effects and how to manage them.

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.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- 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.
 - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
 - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Contact Information

Patient Information Centre

St Nicholas Hospital

Jubilee Road

Gosforth

Newcastle upon Tyne

NE3 3XT

Tel: 0191 223 2545

Fax: 0191 223 2547

Email: pic@ntw.nhs.uk

Please note that information sent to the Trust via email is sent at your own risk

Website: www.ntw.nhs.uk/pic

Please note: - All general enquiries should be directed to the switchboard

Tel: 0191 213 0151

For diagnosis and personal medical advice, you should always consult your medical practitioner.

Mental Health Self Help Guides

- Abuse
- Alcohol and You
- Anxiety
- Bereavement
- Controlling Anger
- Depression
- Depression and Low Mood
- Domestic Violence
- Eating Disorders
- Food for Thought
- Health Anxiety
- Hearing Voices

- Obsessions and Compulsions
- Panic
- Post Traumatic Stress
- Postnatal Depression
- Self Harm
- Shyness and Social Anxiety
- Sleeping Problems
- Stress
- Plus 3 guides for prisoners
 - Anxiety
 - Depression and Low Mood
 - Post Traumatic Stress



www.ntw.nhs.uk/pic/selfhelp



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Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

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 223 2545

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