

Willow View

Patient Information Leaflet



Introduction

This leaflet provides you with information that you will find useful during your stay. If you are not sure about anything in this leaflet please ask a member of staff.

What is Willow View?

Willow View is a move-on unit based at St Nicholas Hospital in Gosforth.

Who is it for?

The service is for men and women over the age of 18 years who require a safe and therapeutic environment to help with rebuilding living skills.

Why do I need to be here?

To develop and support your goals for recovery enabling you to return to living a more independent life within the community.

Arriving at Willow View

When you arrive you will be welcomed by a member of the care team. They will explain what will happen during your stay and give you information which will include who your named nurse will be. You will be shown around the ward and given plenty of support with settling in.

How long will I be here?

The length of stay very much depends upon your personal needs. The care team will discuss this with you.

What sort of things can I do at Willow View?

Our activities are matched according to your individual needs. We actively encourage patients, family and carers to be as involved as possible in the planning and reviewing of the care and treatment provided.

We will support you with:

- daily living skills
- developing social skills and interests
- improving your self-esteem and self-confidence
- maintaining contact with family and friends
- managing problems with alcohol and/or drugs
- joining education and vocational programmes
- finding move-on accommodation.

Some of the activities we include are:

- shopping
- cooking
- table tennis
- walking groups
- arts and crafts
- relaxation groups
- trips to visit local places of interest
- gym.

Treatment plans include access to psychological therapies including family therapy and Cognitive Behavioural Therapy (CBT).

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact Nexus Traveline Tel: 0871 200 22 33

Website: www.traveline.info/

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
- email complaints@ntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- 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. You can provide feedback in the following ways:
 - the quickest way for you to do this is to complete our short online survey at www.ntw.nhs.uk/poy
 - complete a Points of You survey, available on wards, reception areas or from staff. some areas of the Trust have electronic feedback touch screens, staff can help you to use these.

Useful contacts

- Northumberland, Tyne and Wear NHS Foundation Trust
Tel: 0191 246 6800
- Patient and Carer Engagement Team
Tel: 01670 501 816
- Patient Advice and Liaison Service (PALS)
Tel: 0800 032 0202

For further information contact

Willow View
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT
Tel: 0191 246 7241



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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 246 7288

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