

# **Post Diagnostic Intervention**

## Support following a diagnosis of dementia



The following organisations are working together to provide the Post Diagnostic Intervention service:

- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Carers Northumberland
- Alzheimer's Society

## **What is Post Diagnostic Intervention?**

This service is for people who live in Northumberland and who are registered with a GP in Northumberland and provide support for the person living with the diagnosis and their family/care giver.

Clinicians cover these topics;

- Information about dementia
- Practical advice and aids
- Carer support
- Legalities and benefits
- Emotional impact
- Support in the community

## **Who is it for?**

This is for a person living with the diagnosis and their family member/care giver.

## **What can the team help with?**

The team can provide useful information, connect you with the services that can support you and help you create a personal Living Well Plan to help you to maintain the best quality of life you can.

We also offer a series of group sessions with speakers to provide information, answer questions and support you in coming to terms with the diagnosis. Venues are booked in the local community.

If you are unable to attend a group session then our skilled clinicians will be able to provide a home visit.

## **How long will I be supported?**

The sessions with a clinician from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and are limited to between three and ten sessions. There is no time limit for the support you can access from Carers Northumberland and Alzheimer's Society. They are available whenever you need them, throughout your journey.

## **What people have said:**

- I found it friendly and enjoyed hearing everybody's ideas
- Just being able to say how we feel plus listening to others
- Helping mum overcome worry about meeting other people with dementia
- Sharing ideas, suggestions for aids, chatting
- Just being with others
- All useful
- Sharing views
- Meeting others was valuable
- Well communicated, useful information more relevant to dementia patient not so far down the disease process

## **Interpreters**

Staff can arrange an interpreter if you need one.

## **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.cntw.nhs.uk/contact/complaints](http://www.cntw.nhs.uk/contact/complaints)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

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:

- a short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- a Your Voice survey form, available on wards, reception areas or from staff
- other options for sharing your feedback and experience via
- [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **PALS**

Telephone: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

9.00am to 4.30pm, Monday to Friday

An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

## **Useful contacts**

### **Admiral Nurse Dementia Helpline**

Telephone: 0800 888 6678 Monday to Friday: 9am to 9pm  
Saturday to Sunday: 9am to 5pm, open Bank Holidays, except 25th December  
Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

### **Alzheimer's Society**

Telephone: 01670 813 255, 9am to 4.30pm, Monday to Friday  
Email: [Northumberland@alzheimers.org.uk](mailto:Northumberland@alzheimers.org.uk)

### **Carers Northumberland**

Telephone: 01670 320 025, 9am to 5pm, Monday to Friday  
Email: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)  
Address: 107-109 Station Road, Ashington, NE63 8RS

## **Contact details**

### **Post Diagnostic Intervention**

Telephone: 01670 844 730 or 01665 608 000  
9am to 5pm, Monday to Friday





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 (Braille, audio, larger print, easy read, BSL or other languages). Please telephone the Patient Information Centre on 0191 246 7288

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