



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

South Tyneside Primary Care Physical Health Service

Patient Information Leaflet

Introduction

This leaflet provides you with information that you will find useful about the service. If you are not sure about anything in this leaflet please ask your GP or a member of our team.

What is the Primary Care Physical Health Service?

The team works with people who do not feel comfortable visiting their General Practitioner (Doctor) or is unable to visit their General Practitioner. Our team can meet you at your own home or an agreed place that is convenient to support with your physical health checks. This can include taking your blood pressure, weight, bloods and a discussion on lifestyle.

Some medications that are prescribed to help a person's mental health can have a negative impact on their physical health. The team offer support with making sure that people are having the right physical health checks at the right time to make sure they are fit and well.

Who is it for?

Our service works with people who experience mental health issues, have a diagnosed learning disability or autism spectrum disorder.

Why have I been highlighted to the service?

To ensure that you are having the right checks at the right time to make sure you are fit and well.

How long will I be with the service?

The length of time you can be with our service depends upon your personal needs and expectations. The care team will discuss this with you at your first appointment.

What we do

We work alongside your General Practitioner (doctor) and Practice Nurse to ensure you are getting the very best care, including regular health checks to see how you are responding to prescribed medication.

We can also point you in the right direction for any additional support you may need such as:

- helping you access specialist services to reduce your alcohol intake
- give up smoking
- accessing mental health services
- advice and support on getting fit and eating well.

The team

The team is made up of two Specialist Nurses, a Pharmacist and three Clinical Support Nurses.

- Specialist Nurse – provide advice and support around your physical and mental health and work closely with the rest of the team and your doctor. They can also refer on to other services that can offer more in depth support.
- Pharmacist – can provide information on medication and review.
- Clinical Support Nurses – check your physical health and wellbeing – this may involve a blood test.

Interpreters

Staff can arrange an interpreter if you need one.

Sharing of information

With your consent, we will share information with support services we refer to or any services you are already working with. If we identify any safeguarding concerns or immediate risks to yourself or others, this information will be shared without your consent.

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/
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.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.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience
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.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

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

Contact details

South Tyneside Primary Care Physical Health Service

Monkton Hall

Monkton Lane

Jarrow

Tyne and Wear

NE32 5NN

Tel: 0191 451 6649

Office hours: Monday to Friday, 9am-5pm

Website www.cntw.nhs.uk



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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