

Neurological Rehabilitation Outpatient Department Walkergate Park



Patient, carer and relative
information leaflet

Introduction

This leaflet provides you with information that you will find useful about the Neuro-Rehab Outpatient Department. If you are not sure about anything in this leaflet please ask a member of staff.

Neuro-Rehab Outpatients

Neuro-Rehab Outpatients is on the first floor of Walkergate Park.

As you enter the main entrance there are lifts to the right of the main reception area.



Main reception, ground floor

Please take these lifts to the first floor which will bring you directly into the Neuro-Rehab Outpatients Department.



First floor Neuro-Rehab Outpatient Department

Upon arrival in the Neuro-Rehab Outpatient Department you will be greeted by a member of the reception staff. Personal identification details will be checked and you will be asked to wait either in the main waiting area or outside a clinic room.

Please try to arrive 10 minutes before your appointment.

What to bring with you

- A list of your current medication.
- Your yellow Warfarin booklet, if you are taking this medication.
- Any medication you may need, in case of an unforeseen delay
- If you are a diabetic and give yourself insulin please bring this with you. Also, any diabetic snacks you may need.
- Any leg or hand splints that you wear.
- Some patients find it helpful to write questions down in advance. Please ask questions and seek clarification if you do not understand as we are here to help you. All staff will try to ensure that they explain things to you in a professional and courteous manner.

What we do

The Neuro-Rehab Outpatient Department has a range of clinics running on different days. Your appointment letter will tell you which of the clinics you have been booked into.

These may include: Spasticity Assessment/Review clinic, Dystonia Clinic, Splint Clinic, Orthotics Clinic, Continence Clinic, Sex and Relationships Clinic, Medical Clinic, RDT Clinic, MS Clinic, Upper Limb Surgical Assessment Clinic and Lower Limb Surgical Assessment Clinic.

Leaflets for some of the clinics are available online by using this link www.cntw.nhs.uk/resource-library/ and then typing in the name of the clinic you have been referred to.

Alternatively you can request a paper copy of the leaflet from the team.

Changing or cancelling your appointment

If you wish to change or cancel your appointment please telephone the number provided on your appointment card/letter as soon as possible, with at least 24 hours' notice. We can then ensure another appointment is made and the appointment you cancelled can be used for someone else. If you are unwell for any reason please contact the department and we will assess if you should still attend.

Failure to attend your appointment

If you fail to attend or cancel two consecutive appointments you will be discharged and your GP notified, unless in exceptional circumstances. If you have not been seen in the department within a year you will be discharged. If you need to see us again you will need another referral from your GP.

Waiting time

We aim to see patients close to their appointment time. However, if your appointment time is delayed by 30 minutes or more you will be informed on arrival at reception. You will be regularly updated by clinic staff throughout your wait.

Zero tolerance

We operate a policy of zero tolerance. This means that if any visitor's behaviour is deemed unacceptable we will ask them to leave the building. The police will be called if necessary.

No Smoking Policy

The Trust operates a no smoking policy for the comfort of patients, visitors and staff. This includes inside the building and within the grounds.

Your consultation

A health care professional will call out your name and show you into a consultation room. You may bring a companion (maximum two other people) with you or request a chaperone if you are alone. Dependent on the type of clinic you are attending you may see one or more health professional.

Please wear appropriate clothing for any physical examination that may be needed if possible, eg loose clothing.



Consulting room, Neuro-Rehab Outpatient Department

Medical, nursing and therapy students and junior clinicians are often present in the clinic area. You will be asked if you are happy for them to be involved in your consultation.

After your consultation

Your health professional may write a letter to your GP to help keep them updated on any treatments you may have received or specific advice you have been given. You will be asked if you would like a copy of this letter. If you prefer the letter can be written to yourself with your GP copied in.

You may also be given a document to help monitor the impact of any treatments you have been given. Please bring that with you to any future appointments.

After your consultation you may be handed an appointment slip and asked to make another appointment with the reception staff before you leave.

Additional services

Interpreters

If you need an interpreter, please let us know two weeks before your outpatient appointment so an interpreter can be organised.

Mobile phones

Out of courtesy, mobile phones should be silenced or switched off whilst in the hospital. Staff will direct you to the nearest pay phone if you need to make a call. A public payphone telephone is available in the main reception area of Walkergate Park.

Catering facilities

Café Tanni is located on the ground floor, just behind main reception. There is a selection of hot and cold drinks and meals and snacks.

When the Café is not open there are two vending machines, available 24 hours, providing hot and cold drinks and snacks

Knowledge Centre

The Knowledge Centre at Walkergate Park has been designed to allow patients/relatives/carers and staff access to high quality up to date relevant information on a range of related topics. The Centre is open between 8.30am and 5pm from Tuesday to Friday. There are computers which can be used to access the internet. There is patient Wi-Fi available – ask a member of staff if you are having difficulty connecting.

Transport and travel

Neuro-Rehab Outpatients Department
Walkergate Park
Centre for Neurorehabilitation and Neuropsychiatry
Benfield Road
Newcastle upon Tyne
Tyne and Wear, NE6 4QD
Tel: 0191 287 5100

Walkergate Park is on Benfield Road, directly opposite Benfield School. There is disabled parking available at the main entrance and at the back of the building. Car parking spaces are very limited and there is a car parking tariff Monday to Friday between 8am and 5pm.

Please ensure that you are parked within a designated parking bay and that you have paid for sufficient time for your appointment.

Patients who are in receipt of benefits (excluding PIP) can claim travelling expenses for mileage and public transport, (on proof of benefits), at the Neuro-Rehab Outpatient reception.

If you are a blue badge holder, parking is free.

Carers can receive free parking by registering their vehicle details at reception.

Ambulance transport

If you need transport to get you to your outpatient appointment because of your medical condition, your GP can arrange this for you. You will need to call them at least 48 hours in advance of your appointment day.

For further information on travelling to Walkergate Park please contact Traveline

www.traveline.info

Tel: 0191 20 20 747

General information

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.

(ICA) Independent Complaints Advocacy

ICA is a free service to help guide you through the NHS complaints process.

It is an independent service – not part of the NHS. It is completely confidential – no private or personal information will be passed on to any other agency without your permission. For further details, please contact:

- Your regional ICA on 0808 802 3000
- www.nenhscomplaintsadvocacy.co.uk

Contact details

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Walkergate Park
Centre for Neurorehabilitation and Neuropsychiatry
Benfield Road
Newcastle upon Tyne
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Tel: 0191 287 5100



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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