



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

North Transitional Discharge Team

North Inpatients

Information leaflet

Contents

| | |
|--|---|
| Introduction | 3 |
| What we do | 3 |
| The team | 3 |
| Who is the service for? | 3 |
| How to be referred | 4 |
| Interpreters | 4 |
| Travel information | 4 |
| What if I have a comment, suggestion, compliment or complaint about the service? | 4 |
| How to contact us | 6 |

Introduction

This leaflet provides information about the North Transitional Discharge Team based at St George's Park Hospital in Morpeth, Northumberland.

What we do

The North Transitional Discharge Team helps service users and carers to overcome barriers to discharge from hospital.

Some examples of the things we can help with are:

- Housing
- Benefits
- Supported accommodation
- Debt advice
- Practical issues such as purchasing furniture and helping with moving house
- Support to manage the transition back to the community from hospital

The team

The North Transitional Discharge Team are a group of experienced mental health nurses who have developed working relationships with social care, housing services and other external organisations that work to support service users to live in the community.

Who is the service for?

Service users who are admitted to a ward at St Georges Park Hospital, Morpeth.

How to be referred

Please ask a member of staff on the ward where you are staying.

Ward staff can refer a service user to the North Transitional Discharge Team by completing a referral form and emailing the form to: NORTHTDT@cntw.nhs.uk

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact 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.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.

How to contact us

If you want to contact us or have a suggestion which would make the service better please tell a member of staff or write to:

North Transitional Discharge Team

St George's Park Hospital

Morpeth

Northumberland

NE61 2NU

Telephone: 01670 502 691

Email address: NORTHTDT@cntw.nhs.uk

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



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

Published by the Patient Information Centre

2024 Copyright, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref, PIC/902/0224 February 2024 V1

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2027

Find us on social media, search for CNTW