

Patients' Finance Department



Information for service users

Easy Read

A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

Introduction



This leaflet tells you about the Patients' Finance Department we have in our Trust. It tells you how we can help you with your finances during your stay in hospital.

Safekeeping of your money and valuable property



If you bring money or valuable property into hospital the Trust will be able to keep it safe for you. If you would like to do this, please speak to a nurse. You will get a receipt for any valuable property or money you hand in.

Hospital bank account



You can put money into a hospital bank account, and take money out, while you are in hospital.

If you cannot get to your own bank you can pay your benefits into this account for a short time.

You can ask for a statement at any time just like you can from a high street bank.

Benefit advice

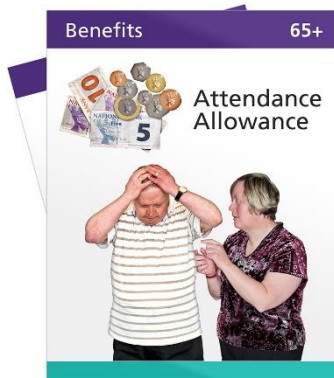


The Patients Finance Department:

- can show you where to get help with benefit advice if you need help with your benefits.
- can help you complete forms.

You can come to one of our offices or our staff can visit you on the ward.

Benefit payments



Some benefits, like attendance allowance, disability living allowance and personal independence payments, can change when you come into hospital. You need to tell the Department of Work and Pensions if your stay is more than 28 days.

Paying your bills



If you have an account with us and want us to pay your bills while you are in hospital please ask us for details of how we can help.

Buying things



We can buy things for you if you cannot leave hospital and go to the shops yourself. We can order things like clothes, toiletries and CDs for you.

Travelling costs



We might be able to help you with travelling costs if you are getting certain benefits. Please ask one of our team for details.

Site information



There are cashiers offices in these hospitals:

- Hopewood Park
- Ferndene
- Monkwearmouth Hospital
- Northgate Hospital
- St Nicholas Hospital
- St George's Park
- Walkergate Park
- Carleton Clinic

Other sites have places where you can get cash. Please ask staff for details or ring the Central Patients' Finance Telephone: 0191 246 7216 (extension 57216 if calling internally).

Contact information



Central Patients' Finance Department
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT

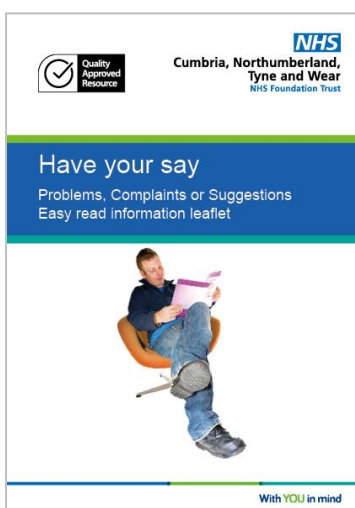


0191 246 7216 (extension 57216 if calling internally).

You can ring us with any questions but if you would rather you can ask a member of staff to ring us for you.

There is an answer phone when the office is closed. Just leave your name, phone number and your message and someone will ring you back as soon as they can.

Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy.

We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let a nurse know your idea.



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 contact the Patient Information Centre on 0191 246 7288.

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