

# Patients' Finance Department

## Information for service users

### Easy read

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**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 our Patients' Finance department. It tells you how we can help you with your finances while in hospital.

## **Safekeeping of your money and valuable property**



If you bring money or valuable items to the hospital, we can keep them safe for you. If you would like to do this, please speak to a nurse. You will get a receipt for any valuables or money you hand in.

## **Hospital bank account**



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

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

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

## Benefits advice

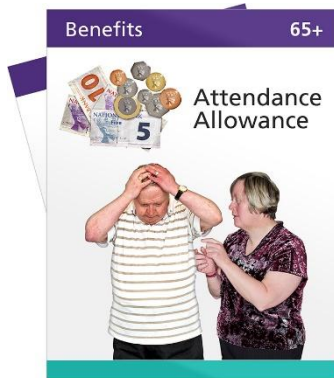


The Patients' Finance department:

- can show you where to get help with benefits advice.
- can help you complete forms.

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

## Benefits payments



Some benefits can change when you go into hospital. These include:

- Attendance Allowance
- Disability Living Allowance
- Personal Independence Payments

You need to tell the Department for Work and Pensions if your stay in hospital is more than 28 days.

## Paying your bills



If you have an account with us, we can help pay your bills while you are in the hospital. Please ask us for details on how we can support you.

## 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.

## Travel costs



We might be able to help you with travel 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.**

**For details, please ask staff or telephone the central Patients' Finance office on 0191 246 7216.**

**If you're calling internally, use extension 57216.**

## Contact information



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

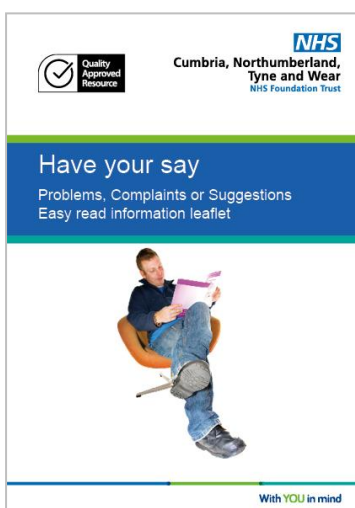


0191 246 7216 (extension 57216 if calling internally).

You can ring us with any questions. You can also ask a member of staff to ring us for you.

An answer phone is available when the office is closed. Leave your name, phone number and a message. Someone will call you back as soon as possible.

## Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust have 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.





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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

Published by the Patient Information Centre

2026 Copyright: Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref: PIC/706/0426 V6

Review date 2029

Website: [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

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