

# North East Drive Mobility

Patient information leaflet

Supported by:



Department  
for Transport



Driving Mobility



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## Introduction

This leaflet tells you about North East Drive Mobility. If you are not sure about anything, please ask a member of staff.

## What is North East Drive Mobility?

We help people stay or become independent as drivers and passengers. We assess and advise if a health problem affects how you drive or travel.



We also give advice to drivers and passengers on:

- Getting in and out of a vehicle
- Changes you can make to a vehicle
- Driving lessons, if you need them after your assessment

We offer powered wheelchair and mobility scooter assessments at our Newcastle centre.

## Where are we?

Our main centre is at Walkergate Park in **Newcastle**.

We also have two other centres:

- **Cumbria Drive Mobility**  
Pacific House, Carlisle
- **Tees Valley Drive Mobility**  
Phoenix House, Stockton



Contact our Newcastle centre for all enquiries. Details are on page 9.

## Who can use the service?

Anyone who drives or wants to learn to drive. This includes people with a full or provisional (learner's) licence.

We also help anyone with mobility problems to travel safely as a passenger.

## What do we offer?

### Drivers

We check how well you drive. This may include:

- Driving on our private track (Newcastle)
- Driving on quiet roads (Carlisle and Stockton)
- Driving on public roads in different traffic conditions (all centres)

All our vehicles have two sets of controls and are fully insured.



Driving track at Walkergate Park, Newcastle



Pacific House, Carlisle



Phoenix House, Stockton

## Passengers

We help passengers who have trouble moving around. We give advice on:

- Getting in and out of a vehicle
- Travelling safely, such as in a wheelchair
- Loading and storing items like wheelchairs



## Powered wheelchairs and mobility scooters

Our Newcastle centre helps you find the right powered wheelchair or scooter. We will talk with you about what you need and where to buy it.



## Specialist driving lessons

We offer driving lessons if:

- You need a new method of control
- You need refresher lessons due to not driving for a while



Lessons can start from your home or your nearest centre. A qualified driving adviser will teach you. There is a fee to pay.

## Children

We give advice on car safety seating for children with health conditions.

Before your visit, we will call you to learn about your child's needs.



## Independent Travel Advice Service

Our travel advice service is free.

We can help you find out what travel choices are open to you.



This includes:

- Advice on options other than driving
- Help using public transport
- Advice on transport that suits your needs
- Help to build your confidence when travelling

### Is there a charge?

No, assessments are free. If the police or a case manager referred you, you may need to pay.

### What happens at your first driving assessment?

We know you may feel worried. Our experienced staff are supportive and will help you feel at ease.

You will meet a mobility clinician and a driving adviser. You can ask them any questions you have.

They will look at:

- Your medical fitness to drive
- Your vision
- How aware you are of your surroundings
- Your reactions and choices while driving
- How you use the vehicle controls

We will assess your driving on our driving track or quiet roads. If needed, on public roads in different kinds of road and traffic situations.

Our vehicles have different adaptations to suit your needs. They all have dual controls and are fully insured for assessments.

After the assessment, the team will talk through their advice with you. We will do all we can to help you keep driving. But sometimes, for road safety, we may advise you to stop driving.

## **What happens next?**

The team will discuss their advice with you on the day. They will also send you a written report.

In some cases, they may ask you to come back for a follow-up assessment. This may be after driving lessons using new ways of driving. Or if there are changes in your health condition.

## **How do you get an appointment?**

Get in touch with us directly yourself. Referrals can also come from:

- Your doctor or therapist
- Motability
- DVLA (Driver and Vehicle Licensing Agency)

## **What if the DVLA medical adviser refers you?**

If the DVLA referred you, we will tell you our advice on the day. A written report will go to the DVLA medical adviser. The DVLA will then contact you about your driving licence.

## **More information**

Find out more on our website: [www.drivingmobility.org.uk](http://www.drivingmobility.org.uk)

To find out what information the Trust holds about you:

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

## **Travel information**

Website: [www.hubsmobilityadvice.com](http://www.hubsmobilityadvice.com)

Telephone: 0191 287 5090

You can also contact Traveline: 0871 200 22 33

Traveline website: [www.traveline.info](http://www.traveline.info)

## Contact details

Please contact our main centre:

North East Drive Mobility  
Walkergate Park  
Centre for Neuro-rehabilitation and Neuro-psychiatry  
Benfield Road  
Newcastle upon Tyne  
NE6 4QD

**Telephone:** 0191 287 5090

**Email:** [northeast.drivemobility@cntw.nhs.uk](mailto:northeast.drivemobility@cntw.nhs.uk)

For information on our Independent Travel Advice Service,  
contact the regional co-ordinator on 0191 287 5090

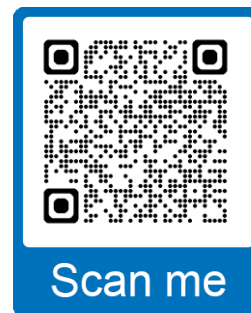
Email: [IndependentTravel@cntw.nhs.uk](mailto:IndependentTravel@cntw.nhs.uk)

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

## Comments, suggestions, compliments or complaints

You can talk to a staff member or use the contacts listed below.

See other ways to give feedback at [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback) or scan the QR code:



### Your Voice

You can use this email to tell us what you think about your care. This can be good or bad. You can also ask us to tell you what happens after you send feedback.

**Email:** [yourvoice@cntw.nhs.uk](mailto:yourvoice@cntw.nhs.uk)

### Comments and complaints

If something went wrong, please tell us. This will help us improve services.

**Email:** [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

**Telephone:** 0191 245 6672

**Write to:** Complaints Department, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, St Nicholas Hospital, Gosforth, Newcastle upon Tyne, NE3 3XT.

## **Patient Advice and Liaison Service (PALS)**

PALS offer a free, confidential service. They can help if you are worried about your care. They support patients, families and carers.

### **North of Tyne**

(services in Newcastle, North Tyneside, Northumberland and North Cumbria)

**Email:** [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

**Telephone:** 0800 032 0202

### **South of Tyne**

(services in Sunderland, Gateshead, South Tyneside and Lotus Ward, Middlesbrough)

**Email:** [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

**Telephone:** 0800 328 4397



You can get more information about this leaflet from the Patient Information Centre. This includes how the leaflet was made. We can provide this leaflet in other formats. These include Braille, audio, large print, Easy Read, British Sign Language, and other languages.

We welcome your feedback about this leaflet. You can email [pic@cntw.nhs.uk](mailto:pic@cntw.nhs.uk)

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[Website: www.cntw.nhs.uk](http://www.cntw.nhs.uk) Telephone: 0191 246 6800

Find us on social media, search for CNTW.