

North East Drive Mobility

Patient information leaflet

Supported by:



**Department
for Transport** **Driving Mobility**



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Introduction

This leaflet provides you with information about the service. If you are not sure about anything in this leaflet, please ask a member of staff. For further information and frequently asked questions, please visit our website www.cntw.nhs.uk/mobility or telephone 0191 287 5090.

What is North East Drive Mobility?

North East Drive Mobility helps people to retain or regain independence as drivers and passengers. We provide independent assessment and advice to people with a medical condition, or disability, which may affect their ability to drive, or use a vehicle as a passenger.



We also offer drivers and passengers advice on getting in and out of their vehicle as well as advice on vehicle adaptations.

North East Drive Mobility offer specialist driving tuition to people after their driving assessment if this is needed.

We now offer Powered Wheelchair and Mobility Scooter Assessments, presently from the Newcastle centre.

Where are the services?



Our main Centre is based at Walkergate Park, Centre for Neuro-rehabilitation and Neuro-psychiatry, Newcastle upon Tyne.

We also have two outreach Centres (Cumbria and Tees Valley) based in Carlisle and Stockton-on-Tees.

Who is it for?

Experienced and learner drivers, or provisional licence holders who have not yet started to learn to drive. Advice and assessments are also offered to people of all ages with mobility difficulties on travelling safely in a vehicle as a passenger.

What do we offer?

Assessment of driving ability



The driving track at North East Drive Mobility at Walkergate Park, Newcastle upon Tyne

At Newcastle upon Tyne this takes place on our purpose-built driving track and at our Carlisle and Stockton-on-Tees Centres this take place on quiet road areas.



Pacific House, Cumbria Drive Mobility, Carlisle



Phoenix House, Tees Valley Drive Mobility, Stockton-on-Tees

The assessment will also involve, if appropriate, driving on the public highway in a variety of road and traffic situations.



We offer passenger assessments, giving passengers with mobility difficulties advice on getting in and out of a vehicle, travelling safely (for example in a wheelchair), and the loading and stowage of equipment such as wheelchairs.

We also offer a free information service on independent mobility, primarily related to car and adapted vehicle use as a driver or passenger.

Advice on accessing public transport, information on accessible transport and help to improve confidence when travelling is available from our Independent Travel Advice Service.



Powered wheelchair and mobility scooter assessments

Our Newcastle centre offers both powered wheelchair and mobility scooter assessments to help advise and assist you to keep mobile.

There are a variety of types of Powered Wheelchairs and Mobility Scooters to enable individuals to stay mobile and our Mobility Clinician will discuss your individual requirements with you to help find something suitable for you. You will be given advice on where to purchase the equipment.

Specialist driving tuition



If you are advised that you need a new method of control, or you may need some refresher lessons due to not driving for a period of time, you can choose to use our in-house tuition service for a fee.

Tuition can be taken from your home or the nearest centre and is given by one of our qualified driving advisers.

Independent Travel Advice Service



Our regional Independent Travel Advice Service offers free advice and support to explore what travel options are available to you in your local area and beyond.

This may include advice on possible alternatives to using a car, information on accessing public transport, information on accessible transport, or help to improve your confidence to travel.

Children's assessment



We also provide specialist advice on car safety seating for children with medical conditions that affect their safety when travelling.

Before your appointment, we'll arrange a phone call to find out about your child's physical and sensory needs to ensure the best support.

Is there a charge?

No, the assessment services are free of charge to the person attending for assessment, unless you have been sent to us as a police or case manager referrals.

What happens when I attend my first appointment for driving assessment?

We understand that you may be anxious when you attend your assessment. Staff are supportive and are very experienced at putting people at ease.

When you attend for your assessment, you will meet with the Mobility Clinician and Driving Adviser. You can discuss any queries you may have. The Assessment Team will consider all aspects of your driving, including:

- Medical fitness
- Vision
- Awareness
- Reactions and decision making
- Physical ability to operate vehicle controls

An in car assessment will be carried out on the driving track area or quiet road areas and where appropriate, on the public highway in a variety of road and traffic situations.

North East Drive Mobility has a few vehicles with a range of adaptations used for assessment. All our vehicles are dual controlled and insured for the purpose of assessment.

Recommendations are based on detailed evidence of the driving assessment process. Every effort is made to enable people to retain or regain their independence as a driver. Although we will try to find ways for you to be able to drive safely, there is a possibility, in the interests of road safety, that the assessment team may recommend that you should not drive.

What happens next?

Recommendations will be discussed with you on the day of your assessment, and a written report will be sent to you. In some cases, we may ask you to return for a follow up review assessment, usually after a period of tuition with a new method of control, or if there are changes in your health condition.

How do I access the service?

An appointment is needed for assessment; you can self-refer by contacting us directly, or you may be referred by your doctor, therapist, or other agencies such as Motability or the DVLA.

What if I am referred by the Medical Adviser, DVLA (Driver and Vehicle Licensing Agency)?

If you are referred by the Medical Adviser at the DVLA, the assessment team will advise you of their recommendations verbally on the day of your assessment. The written report will be sent directly to the Medical Adviser, DVLA, to be considered as part of their medical fitness to drive enquiries. The DVLA will then communicate further with you regarding their licensing decision.

Further information

Further information is also available via Driving Mobility website www.drivingmobility.org.uk

Travel information

Find information on travelling at www.hubsmobilityadvice.com or contact the regional co-ordinator on 0191 287 5090.

You can also contact Traveline on 0871 200 22 33 or visit their 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 on 0191 245 6672
- email complaints@cntw.nhs.uk

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/yourvoice
- complete a Your Voice 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 one's 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

Telephone: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Telephone: 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

9.00am to 4.30pm, Monday to Friday

An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

Contact details

All contact for our services at Newcastle upon Tyne, Carlisle and Stockton-on-Tees should be made to our main Centre at Newcastle upon Tyne by telephone, email, or in writing:

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

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

Email: IndependentTravel@cntw.nhs.uk

Website: www.cntw.nhs.uk/mobility



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 telephone the Patient Information Centre on 0191 246 7288.

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