

# Community Neurorehabilitation Service (CNS) and Community Multiple Sclerosis Team (CMST)

Service information leaflet

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## **Introduction**

The aim of this leaflet is to provide you with information about the Community Neurorehabilitation Service (CNS) and Community Multiple Sclerosis Team (CMST).

If you have any questions about anything in this leaflet, please ask a member of staff.

## **CNS and CMST**

The CNS and CMST offers specialist assessment, treatment and intervention for people with a diagnosis of a neurological condition aged from 16 years. Specifically, where their presentations are complex and local services are unable to meet their neurorehab needs. The teams are based at Walkergate Park in Newcastle upon Tyne.

## **What to expect**

A first appointment with one or more members of the team or an appointment in clinic. We will assess your needs and set up a treatment plan based on your individual goals. This may also include education and advice on ways to help you manage your condition (self-management). Appointments may be held at Walkergate Park or in your own home.

Your GP and other health professionals can refer you. You can also refer yourself if you have been seen by the service in the last six months. Or at any time if you have a diagnosis of Multiple Sclerosis.

## **What to bring with you**

- List of current medication and any known allergies
- Any walking aids you use
- Reading/corrective glasses

## **Who can I bring?**

### **CNS and CMST Team members and what we offer**

#### **Physiotherapists**

- group/individual treatment programmes
- exercise advice
- functional electrical stimulation (FES)
- vestibular rehabilitation
- acupuncture
- hydrotherapy
- orthotics as part of your physiotherapy treatment

#### **Occupational Therapists**

- assessment and advice for activities of daily living (ADL's)
- fatigue management
- vocational rehabilitation
- cognitive rehabilitation
- assessment for specialist/bespoke equipment

#### **Assistant Practitioners (and Rehabilitation Assistants)**

- carry out rehabilitation programmes
- support with ordering equipment
- advice about fatigue management and education
- support with implementing positioning programmes

#### **Neurorehabilitation Nurse Specialist (MS only)**

- continence assessment and advice
- symptom management
- complex case review and management

#### **Access to Clinical Psychology**

- Your treating clinician can refer you to the Outpatient Neuropsychology Service for in depth cognitive assessment and advice.

## **Access to Rehabilitation Consultant**

- You may be seen by the Rehabilitation Medical Team in an out-patient clinic on a Monday or Tuesday.

## **Podiatrist**

- Assessment and management of foot problems.

## **Admin Support**

- Help with telephone enquiries
- Organise and book appointments

**We encourage the development of students and the future work force and regularly have students on clinical placement. You will be asked for your consent before the appointment if you are happy for a student to join the session.**

# What can I find at Walkergate Park?

## Clinic and therapy spaces

We have a variety of rooms which have ceiling track hoists and are wheelchair accessible. All floors are accessible by lift.



Figure 1: Gym at Walkergate Park



Figure 2: Therapy room at Walkergate Park

## **Parking**

Disabled parking bays are available. Parking charges apply to all other spaces (pay and display). You can pay by card or cash (you will need to bring change).

## **Reception**

Is inside the main entrance. A member of reception staff will be available to help you.

## **Toilets**

There are accessible toilets throughout the building. We also have a 'Changing Places' facility. Please ask at reception for the key.

## **Café**

Café Tanni provides hot and cold meals, snacks and drinks. Halal, vegan and vegetarian options are available. Vending machines are available when the café is shut and take cash only.

## **Frequently asked questions (FAQs)**

### **What other services are at Walkergate Park?**

The team has access to other services within Neurorehabilitation and Neuropsychiatry.

#### **Clinics:**

- Medical Neurorehabilitation Clinics
- Dystonia
- Spasticity
- Contenance for people with Multiple Sclerosis
- Neuropsychiatry
- Outpatient Neuropsychology

North East Drive Mobility (NEDM) to support and assess all aspects of driving or being a passenger.

Regional Environmental Controls Service (RECS) who offer assessment for environmental controls.

Regional Communication Aids Service (RCAS) who offer assessment for communication aids.

In patient Neurorehabilitation/Neuropsychiatry wards.

Please ask your health professional if you would like further advice or information on any of these services.

## **How often will I get physio or occupational therapy (OT)?**

The therapy team from Walkergate Park provide blocks of therapy to work towards specific goals. You might have sessions every week, two weeks, or monthly. We will help you to learn skills to manage your condition with the help of the people who support you. The sessions last up to one hour.

## **Who can refer me?**

Your GP and other health professionals can refer you. You can also refer yourself if you have been seen by the service in the last six months. Or at any time if you have a diagnosis of Multiple Sclerosis.

## **How long will I have to wait for my appointment?**

We aim to see you within 18 weeks.

## **Can you help me to return to driving?**

The North East Drive Mobility Service at Walkergate Park can advise you on all aspects of driving or being a passenger. This link is to their service information page - [www.cntw.nhs.uk/mobility](http://www.cntw.nhs.uk/mobility)

## **What if I have problems with remembering my appointments?**

Please let a member of the team know and we can send you letters and text message reminders.

## How to find us

Walkergate Park, Benfield Road, Newcastle, NE6 4QD  
[www.cntw.nhs.uk/locations/walkergate-park/directions/](http://www.cntw.nhs.uk/locations/walkergate-park/directions/)  
or scan the QR code



Walkergate Metro station is 1km away. Patient transport can be booked to get here.

### For further information contact:

Administration team: 0191 287 5130

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

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

## Comments, suggestions, compliments or complaints

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/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

We are always looking at ways to improve services. Your feedback allows us to check 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](http://www.cntw.nhs.uk/yourvoice)

Please use the following codes:

- NRRDT for the Community Neurorehabilitation Service
- NRCMS for the Community MS Team
- complete a Your Voice survey (paper format), available from staff.
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://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**

Tel: 0800 032 0202

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

#### **South of Tyne**

Tel: 0800 328 4397

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

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.



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  
Tel: 0191 246 7288

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