

# Walkergate Park Neurological Rehabilitation Outpatient Department

Patient, carer and relative  
information leaflet





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**Welcome to the Specialist Neurological Rehabilitation Outpatients Department**  
On behalf of every member of staff I would like to welcome you as an outpatient.

# Neuro Outpatient Department

## Philosophy

- All clients will receive individualised holistic care, acknowledging dignity and privacy at all times.
- Staff will work in partnership with the client and their family, the Multidisciplinary Team and external agencies.
- There will be no discrimination with the client group. All ethnic and religious beliefs will be acknowledged and respected.
- To provide a learning environment using research and evidence based practice.
- To support and value all colleagues, including students and visiting disciplines.

## The Outpatient Team

The Outpatient Team is here to ensure your appointment goes satisfactorily. Members of the team include:

- Ground Floor Main Reception – will register your arrival and direct you to the outpatient department.
- Neuro Outpatient Reception Clinic Co-ordinators – will greet you and check your information details i.e. address and GP. They will also arrange your appointments and deal with cancellations.
- Health Record Clerk – who will ensure your Health Records are available for your clinic appointment.

- Secretary – deals with all clinic letters.
- Information Facilitator – is responsible for the registration of your referral to the department.
- Nurses/Doctors/Therapists – who assess, diagnose, treat and care for you.

## Where we are

A map giving directions to the hospital is enclosed with your appointment card/letter.

## Transport and travel

### Bus Services

#### No 1

This is a frequent service every day and runs every 7 – 8 minutes Monday to Friday. The service stops on Debdon Gardens/Rothbury Terrace by its junction with Benfield Road (approximately 300 metres from Walkergate Park). This bus connects with Four Lane ends and Town Centre.

#### No. 1/2

Four buses per hour run during the day and two per hour run during evenings and Sundays. The 1 and 2 are fully wheelchair accessible. These services both stop at junction of Appletree Gardens and Benfield Road (approximately 350 metres from Walkergate Park).

## **No. 3**

Three morning and two afternoon journeys only.

This bus stops just outside Walkergate Park.

More information on bus timetables is available from Nexus who can be contacted as follows:

Telephone: 0191 20 20 747

Website: [www.nexus.org.uk](http://www.nexus.org.uk)

This is subject to change. Ring above number to confirm.

## **Train/Metro**

The nearest train railway station to Walkergate Park is Newcastle Central Station. There is a taxi rank outside the station. More information on train timetables is available from National Rail

Enquiries who can be contacted as follows:

Telephone: 03457 484 950

The nearest Metro station is 500 metres from Walkergate Park. This takes you directly into Newcastle City Centre.

Telephone: Nexus 0191 20 20 747

## **Car parking**

Car parking spaces are very limited and are located at the front of the hospital along with disabled parking.

All roads within the hospital grounds must be kept clear for ambulances and other emergency services.

Patients who are in receipt of travelling expenses can claim this downstairs at the ground floor main reception.

## **Car parking tariff**

Currently there is a car parking tariff. Charges apply Monday to Friday between the hours of 8am and 5pm.

## **Ambulance transport**

If you need transport to get you to your outpatient appointment because of your medical condition, your GP can arrange this for you at least 48 hours in advance of your appointment day.

## **What we do**

The Outpatient Department consists of numerous clinics running on different days as follows:

Monday	Rehabilitation Clinic
	Continence Clinic
	Splinting Clinic

Tuesday	Regional Disability Team Clinic Spasticity Goal Review Rehabilitation Clinic Physiotherapy Review Clinic Functional Electrical Stimulation Clinic
Wednesday	Dystonia Clinic Spasticity Assessment Clinic Spasticity Review Clinic Splinting Clinic Hand Hygiene Clinic
Thursday	Spasticity Assessment Clinic Spasticity Review Clinic Hyperhidrosis Clinic (3 <sup>rd</sup> Thursday of every month) Orthotic Clinic Splinting Clinic
Friday	Medical Clinic (1 <sup>st</sup> Friday of every month) Sex and Relationship Clinic Spasticity Review Clinic Dystonia Clinic

Further clinics may be organised on a different day than stated in an emergency situation.

## Neuro Outreach Clinics

Spasticity Clinic - Sunderland  
- Durham

Dystonia Clinic - Sunderland  
- Penrith  
- Durham

## What to bring with you

- List of current medication
- Warfarin booklet, if you are taking this medication
- Medication you need in case of an unforeseen delay
- If you are a diabetic and give yourself insulin, please bring this with you. Also, any diabetic snacks you may need
- Splints
- Some patients find it helpful to write questions down in advance. Please ask questions and seek clarification if you do not understand as we are here to help you. All staff will try to ensure that they explain things to you in a professional and courteous manner.

# Your journey through our department

## On arrival

Main reception, ground floor. Walkergate Park.



Upon arrival at the hospital please report to the reception desk on the ground floor. Your arrival will be recorded here. You will be given an appointment slip and you will be directed to the main Outpatient Department.

Due to the limited seating within the Outpatient Department, we would appreciate you only attending the main outpatient department 10 minutes prior to your appointment time. This does not apply to patients who arrive by ambulance.

# Neuro Outpatient Department

First Floor Neuro Outpatient Department,  
Walkergate Park



Upon arrival in the Neuro Outpatient Department you will be greeted by our Clinic Co-ordinator, here you will hand over your clinic appointment card. Personal identification details will be checked and the Clinic Co-ordinator will direct you to the main waiting area. Your notes will be selected and put in appointment order to ensure the efficient running of the clinics.

## Waiting time

If your appointment time is delayed by 30 minutes or more you will be informed on arrival at reception. You will be regularly updated by clinic staff throughout your wait.

## **Zero tolerance**

We operate a policy of zero tolerance. This means that if any visitor's behaviour is deemed unacceptable we will ask them to leave the building. The police will be called if necessary.

## **No Smoking Policy**

The Trust operates a no smoking policy for the comfort of patients, visitors and staff.

## **Your consultation**

A health care professional will call out your name and you will be shown into a consultation room. You may request a chaperone. You will be seen by a senior nurse, doctor or senior therapist depending upon the type of clinic you are attending. It may appear that some patients are being called and seen before you. This depends upon which clinic or clinician you need to see. Your medical notes will be read, you may be examined and questions will be asked.

## Consulting room, Neuro Outpatient Department, Walkergate Park



Companions are welcome to attend appointments with patients but please be aware that our consultation rooms are small and a maximum of two companions is suggested.

Both medical, nursing and therapy students are often present in the clinic area. If you do not wish them to be present during your consultation you have the right to say no.

### **After your consultation**

Your health professional will write a letter to your own GP to help keep them updated on any treatments you may have received or specific advice you have been given. You will be asked if you would like a copy of this letter.

After your consultation you will be handed back your appointment slip and asked to make another appointment with the Clinic Co-ordinator before you leave.

## **Changing or cancelling your appointment**

If you wish to change or cancel your appointment please telephone the number provided on your appointment card/letter as soon as possible, with at least 24 hours notice. We can then ensure another appointment is made and the appointment you cancelled can be used for someone else.

## **Failure to attend your appointment**

If you fail to attend 2 consecutive appointments or cancel 2 consecutive appointments you will be discharged and your GP notified, unless in exceptional circumstances. If you have not been seen in the department within a year you will be discharged. If you need to see us again you will need another referral from your GP.

## **Additional services**

### **Interpreters**

This service is available. If this service is required, we need to know 2 weeks before your outpatient appointment so an interpreter can be organised.

## **Telephones**

Out of courtesy, mobile phones should be silenced or switched off whilst in the hospital. Staff will direct you to the nearest pay phone if you need to make a call. A public payphone telephone is available in the main reception area of Walkergate Park.

## **Catering facilities**

All are non-smoking and have disabled access.

Vending Suite: Hot and cold drinks and snacks available 24 hours

Cafeteria:

Hot and cold drinks	9am - 11am
Hot meals	12 noon - 2pm

(subject to change)

## **Knowledge Centre**

The Knowledge Centre at Walkergate Park has been designed to allow patients and their relatives (and carers) access to high quality up to date relevant information on a range of related topics. The Centre is staffed between 10am and 4pm from Monday to Friday to assist people to access the information. There are computers which can be used to access the internet.

## General information

### 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](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department  
Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- 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/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff.

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

People at PALS will help you if you have a problem at hospital, if you need any advice or support. They will find out information for you and will listen to you.

If you would like to speak to someone at PALS, you, or a member of staff on your behalf, can contact them on Tel: 0800 032 02 02

North of Tyne PALS  
The Old Stables, Grey's Yard  
Morpeth, Northumberland, NE61 1QD

## **(ICA) Independent Complaints Advocacy**

ICA is a free service to help guide you through the NHS complaints process.

It is an independent service – not part of the NHS. It is completely confidential – no private or personal information will be passed on to any other agency without your permission.

For further details, please contact:

- Your regional ICA on 0808 802 3000
- [www.nenhscomplaintsadvocacy.co.uk](http://www.nenhscomplaintsadvocacy.co.uk)

## **Contact details**

Walkergate Park

Neuro Rehabilitation and Neuropsychiatry

Benfield Road

Newcastle upon Tyne

Tyne and Wear

NE6 4QD

Tel: 0191 287 5100

Fax: 0191 287 5098



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 (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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