

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.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@ntw.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.ntw.nhs.uk/poy
 - complete a Points of You survey, available on wards, reception areas or from staff.
 - some areas of the Trust have electronic feedback touch screens, staff can help you to use these.



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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NTWNHS

Patients' Finance Department Information Leaflet



Caring | Discovering | Growing | **Together**

Introduction

This leaflet tells you about the services that are available from the Patients' Finance Department and how we can help you with your finances during your stay in hospital.

Safekeeping of your money and valuable property

If you bring money or valuable property into hospital, please speak to a nurse if you wish to have it kept secure by the Trust. If you hand any money or valuable property in for safekeeping you will be given a receipt.

Hospital bank account

You can deposit money into a hospital bank account while you are in hospital, or arrange to have your benefits paid directly into your hospital account temporarily if you are unable to go to your own bank. You can ask for a statement at any time just like you can from a high street bank.

Benefit advice

The Patients' Finance Department can help you with benefit advice if you need help with your benefits. You can visit one of our offices or our staff can visit you on the ward. We can help you to complete forms.

Benefit overpayments

Certain benefits, for example Attendance Allowance, Disability Living Allowance and Personal Independence Payments are affected by you coming into hospital so you need to tell the Department of Work and Pensions if your stay is more than 28 days. We can contact the Department of Work and Pensions on your behalf or provide you with details of benefits offices.

Paying your bills

If you have an account with us you can pay your bills while you are in hospital; please ask us for details on how we can help you. We can write cheques on your behalf to help you pay for things you need. You can either collect them from one of our cash offices or we can send them out for you.

Purchasing goods and services

We can order goods for you if you are unable to leave hospital and shop for yourself. We can order things like clothing, toiletries, CDs.

Travelling expenses

We may be able to help you with travelling expenses if you are receiving certain benefits, please ask a member of our team for details.

Site information

Cashiers offices are located in the following hospitals:

- Hopewood Park
- Monkwearmouth Hospital
- St Nicholas Hospital
- Walkergate Park
- Ferndene
- Northgate Hospital
- St Georges Park

Other sites have facilities to access cash, please ask nursing staff for details or ring the Central Patients' Finance Department.

Contact information

Central Patients' Finance Department
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT
Tel: 0191 246 7215 or 0191 246 7216
Fax: 0191 246 7326

You can ring us with your enquiries or if you prefer ask a member of ward staff to ring us on your behalf with your queries.

An answer phone service is also in operation when the office is closed, simply leave your name, telephone number and message and your call will be returned as soon as possible.