



Northumberland,
Tyne and Wear
NHS Foundation Trust

Lowry Ward

Patient Information Leaflet



Caring | Discovering | Growing | **Together**

Introduction

This leaflet is to provide you with information that you will find useful during your stay. If you are not sure about anything in this leaflet please ask a member of staff.

What is Lowry Ward?

Lowry Ward is an urgent care inpatient ward based at Hadrian Clinic, Campus for Ageing and Vitality.

Who is it for?

The service is for women over the age of 18 years who are experiencing a relapse or crisis regarding their mental wellbeing and require inpatient admission.

Why do I need to be here?

Often when people are unwell they need to have a safe place where they can receive support, care and treatment so they can recover as quickly as possible.

Arriving on Lowry Ward

When you arrive you will be welcomed by a member of the care team. They will explain what will happen during your stay and give you information.

How long will I be here?

The length of stay depends upon your personal needs. The care team will discuss this with you.

What sort of things can I do at Lowry Ward?

Depending on your recovery goals, activity will be tailored to support your needs. This may include social and recreational activities, developing new skills and self management.

Can I smoke?

Our Trust sites are now completely smokefree which means that neither you nor your visitors are allowed to smoke while you are anywhere on the grounds of one of our sites. Certain types of e-cigs (like the one pictured here) can be used on Trust sites, but only by service users in outdoor spaces (including ward gardens). If you would like to use an e-cig it must be **disposable**, **non-refillable** and **non-rechargeable**. Other types of e-cig are not permitted for use anywhere on Trust sites.



Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact Nexus Traveline Tel: 0871 200 22 33

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.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.

Useful contacts

- Northumberland, Tyne and Wear NHS Foundation Trust
Tel: 0191 246 6800
- Patient and Carer Engagement Team Tel: 01670 501 816

For further information contact

Lowry Ward
Hadrian Clinic
Campus for Ageing and Vitality
Westgate Road
Newcastle upon Tyne
NE4 6BE
Tel: 0191 246 8675



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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