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This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

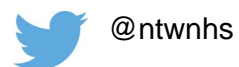
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Longview

Patient
Information
Leaflet

For further information contact

Longview
Hopewood Park
Ryhope
Sunderland
SR2 0NB
Tel: 0191 566 7020
Payphone number: 0191 566 7028

Introduction

This leaflet provides 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 Longview?

Longview is an assessment and treatment unit based at Hopewood Park, Sunderland.

Who is it for?

The service is for females over the age of 18 years with a mental illness who require assessment and treatment in hospital.

Why do I need to be here?

For a comprehensive assessment and treatment of your mental health care needs, which cannot happen at home.

Arriving on Longview

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. You will have time to settle in and have a look around your environment.

A Welcome Pack is available with more information about your stay in hospital, please ask ward staff for a copy if this is not given to you on admission.

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 Longview?

The activities will depend on what support you need for your recovery. Activities may include both social and recreational and will focus on developing new skills to manage your mental health.

Carers resource hub

There is a carers resource hub available in the Barton Centre, please ask ward staff for opening hours. Sunderland Carers Centre can also be contacted on 0191 549 3768.

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
- 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

• PALS - Patient Advice and Liaison Service

Provides confidential advice and support for service users, relatives and carers.

Tel: 0800 328 4397 or 0191 566 7074

• Independent Advocacy

As a mental health service user you are entitled to independent advocacy. Advocates can provide unbiased advice, attend meetings with you and make sure your views are listened to. A member of staff can also help you and provide you with contact telephone numbers.

• ICA (Independent Complaints Advocacy)

Independent Complaints Advocacy (ICA) supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. Tel: 0808 802 3000

• IMCA Service (Independent Mental Capacity Advocate Service)

Help vulnerable people who lack capacity who are facing important decisions made by the NHS and Local Authorities about serious medical treatment and changes of residence - for example, moving to a hospital or care home. Tel: 0191 510 5051

• Northumberland, Tyne and Wear NHS Foundation Trust

Tel: 0191 246 6800

• Patient and Carer Engagement Team

Tel: 01670 501 816