

North East PALS teams and other points of contact for advice and support regarding queries/concerns about NHS services, February 2013

Organisation/ subject	Services	Contact
County Durham and Darlington NHS Foundation Trust	<ul style="list-style-type: none"> • University Hospital of North Durham • Bishop Auckland General Hospital • Darlington Memorial Hospital • Community Hospitals in County Durham/Darlington • Urgent care/walk-in centres • District nursing, school nursing, health visiting • Community and specialist NHS services 	Patient Experience Team County Durham and Darlington NHS Foundation Trust 0800 783 5774
Newcastle and Northumberland Hospitals, community services, specialist services, primary care, commissioning	For example: <ul style="list-style-type: none"> • Freeman Road Hospital • Royal Victoria Infirmary • Hexham General Hospital • GPs, dentists, pharmacies, opticians 	North of Tyne PALS 0800 032 0202
Tees, Esk and Wear Valley NHS Foundation Trust	<ul style="list-style-type: none"> • Mental health Services • Learning disability services • Drug and alcohol Services • Talking Changes Service 	PALS Tees, Esk and Wear Valley NHS Foundation Trust 0800 0520219
North Tees and Hartlepool NHS Foundation Trust	<ul style="list-style-type: none"> • University Hospital of Hartlepool • University Hospital of North Tees • Breast Screening services in Darlington, Durham Dales, Sedgefield and parts of North Durham • Community/specialist services in North Tees 	PALS Team North Tees and Hartlepool NHS Foundation Trust 0800 092 0084
City Hospitals Sunderland	<ul style="list-style-type: none"> • Sunderland Royal Hospital • Sunderland Eye Infirmary • Monkwearmouth Hospital • Ryhope General Hospital 	PALS Team City Hospitals Sunderland NHS Foundation Trust 0800 587 6513
South Tees NHS Foundation Trust	<ul style="list-style-type: none"> • James Cook University Hospital • Friarage Hospital • Community and specialist services, South Tees 	PALS Team South Tees NHS Foundation Trust 0800 028 2451
Gateshead Health NHS Foundation Trust	<ul style="list-style-type: none"> • Queen Elizabeth Hospital • Dunston Hill Day Hospital • QE Metro Riverside • Bensham Hospital • Blaydon Primary Care Centre • Washington Primary Care Centre • Breast screening services for Gateshead, South Tyneside, Sunderland and parts of County Durham 	PALS Team Gateshead Health NHS FT 0800 953 0667

South Tyneside NHS Foundation Trust	<ul style="list-style-type: none"> • South Tyneside District Hospital • Community Services and specialist services across South Tyneside, Gateshead and Sunderland • Primary care services in Gateshead 	PALS South Tyneside NHS Foundation Trust 0191 404 1072
North East Ambulance Service NHS Foundation Trust and NHS 111	<ul style="list-style-type: none"> • Patient Transport Services • Emergency Ambulance Service • NHS 111 Service 	North of Tyne PALS 0800 032 0202
Dental access - County Durham and Darlington	Where the patient does not have a regular dentist or has been unable to obtain an appointment with their usual practice <ul style="list-style-type: none"> • Emergency access for toothache, etc • Routine appointment 	NHS 111 Service or www.nhs.uk
	Home visit (patient's home or care home) where patient meets eligibility criteria	<ul style="list-style-type: none"> • County Durham patients - Novident Dental Practice 01388 745 499 • Darlington patients - Harrowgate Hill Dental Practice 01325 286 705
Carers' Support County Durham and Darlington	Advice on or access to support for unpaid carers	<ul style="list-style-type: none"> • Durham County Carers 0300 005 1213 • Darlington Carers Support Service 01325 357533
Advocacy Support County Durham and Darlington	“Advocacy is helping and supporting someone else to speak up for what they want. Advocacy can be used to achieve better results for people receiving or seeking services.”	<ul style="list-style-type: none"> • County Durham patients - Social Care Direct, 0845 850 5010, • Darlington patients – Darlington Borough Council, 01325 380 651
Complaints Advocacy North East England	<ul style="list-style-type: none"> • Support and advice to people who want to make a complaint about their NHS-funded treatment or care • Free, confidential and independent support in helping people understand their rights and in making informed choices 	Carers Federation 0808 802 3000
NHS Commissioning Board Customer Contact Centre	National ‘helpline’ for patients and the public with queries or concerns regarding the NHS. The centre will provide signposting advice and ‘case handling’ support where liaison with services to resolve a query is required.	To be confirmed
Local Healthwatch	“Healthwatch supports individuals by providing information and advice about access to services and choice to help enable people to take more control of their own health, treatment and care, and understand and use the choices available to them.”	To be confirmed