

Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care.

However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf. This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

If you require this information in a different format please contact Freephone 0800 0282451

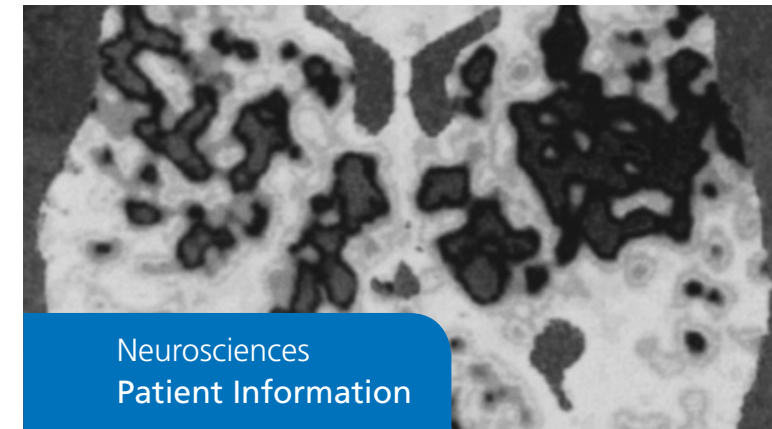
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Motor Neurone Disease

Middlesbrough Care Centre



Neurosciences
Patient Information

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Introduction:

The Middlesbrough Motor Neurone Disease (MND) Care Centre exists to provide a coordinated and accessible service for patients with MND, their family members and carers.

We aim to provide specialist advice, support and information in all aspects of your care by offering you access to a range of professionals in one clinic visit. The Care Centre offers you a regular clinic appointment which will give you the opportunity to discuss your condition in a relaxed and unhurried setting. We encourage you and your family/carer to attend and to ask any questions you may have at this time.

Role of the centre

- To be a single point of contact for patients, relatives, carers and health care professionals.
- To give a holistic assessment either in the clinic or home setting and provide ongoing support and monitoring of your condition.
- To provide individual care and treatment plans.
- To be an effective and coordinated link between hospitals, community services and other health care professionals who may be involved in your care.

- To provide appropriate, timely and accurate information along with specialist advice to patients, families and their carers during investigations and from the time of diagnosis.
- To promote a wider understanding of MND by providing education, advice and support to other health care professionals and voluntary agencies involved in any aspect of your care.
- To promote the effectiveness and impact of the service through regular review and patient involvement.

Our team includes:

Consultant Neurologist

Nurse Specialist

Community Outreach Practitioner

Neuropsychologist

Dietitian

Speech and Language Therapist

Physiotherapist

Occupational therapist

MND advice line

The MND advice line is available Tuesdays, Wednesdays and Thursdays, 9am – 11am. Outside these hours you will be prompted to leave an answerphone message. All answerphone messages will be responded to in two working days.

The advice line can be accessed via:

Landline: 01642 854318

Email: stees.mnd@nhs.net

This advice line is not an emergency service; if you require urgent medical advice please contact your GP or NHS 111.

Other information

If you need to make, change or are unable to attend an MND clinic appointment, we encourage you to contact us in one of the following ways:

Telephone the MND advice line using the contact details above or email us on stees.mnd@nhs.net.

Alternatively you can contact the neurosciences outpatient department on: **01642 854282.**