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.

Local Branches and Support Groups

– Volunteers providing information, social and emotional support to those affected by MND.

Financial Support & Equipment Loan

– Whilst we work hard with your health professionals to ensure local statutory services are providing the equipment you require, we recognise that in some situations financial support or loan of some equipment may be necessary.

MND Connect:
National Helpline
08457 626262

Colin Pearson:
RCDA (All TS postcodes and North Yorkshire)
08453 751837

Jenny James:
RCDA (Darlington, Durham & Dales)
08453 751820

• Financial Support & Equipment Loan
  – Whilst we work hard with your health professionals to ensure local statutory services are providing the equipment you require, we recognise that in some situations financial support or loan of some equipment may be necessary.

MND Connect:
National Helpline
08457 626262

Colin Pearson:
RCDA (All TS postcodes and North Yorkshire)
08453 751837

Jenny James:
RCDA (Darlington, Durham & Dales)
08453 751820

• Local Branches and Support Groups
  – Volunteers providing information, social and emotional support to those affected by MND.

Author: Middlesbrough Motor Neurone Disease Care Centre, Tertiary Service Centre
The James Cook University Hospital
Marton Road
Middlesbrough TS4 3BW
Tel: 01642 850850

Version 2,
Issue Date: November 2014,
Revision Date: November 2016
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 and care coordinator
Neuropsychologist
Dietitian
Speech and language therapist
Physiotherapist
Occupational therapist

MND advice line
The advice line is a direct line to the MND nurse and care coordinator and is available for patients, family/carers and health care professionals to provide advice, support, information and signposting in relation to all aspects of MND.

The advice line can be accessed via:
Landline: 01642 854318
Text: 07920591663
Email: mndatmiddlesbrough@nhs.net

On occasions you may be prompted to leave an answer phone message if no one is available to take your call. All answer phone messages will be responded to in two working days.

The advice line is not an emergency service; if you require urgent medical advice please contact your GP.

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 neurosciences outpatients department on: 01642 854282 or email: mndatmiddlesbrough@nhs.net
Alternatively you can contact the MND nurse and care coordinator on the advice line.

MND Association
The Motor Neurone Disease Association (MNDA) is the largest charitable organisation supporting people affected by Motor Neurone Disease across England and Wales. Their aim is to ensure that people affected by MND, their families and carers secure the appropriate care and support that they require.

The centre has two regional care development advisors (RCDAs).
As the RCDAs are local members of staff, they work with local health and social care commissioners to develop better services, educate professionals about MND to improve care and provide support and advice to all those directly affected by MND.

The MNDA offers a range of services nationally and locally including:
- ‘MND Connect’ – This national helpline provides information, confidential advice and support on all aspects of MND.
- Local ‘Association Visitors’ – These are trained volunteers who you may meet at your care centre clinic, but they generally visit, telephone, write to or email those affected by MND.
- Website: www.mndassociation.org – providing comprehensive information on all issues relating to MND.

Together we do the amazing