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 at The James Cook University Hospital and the Friargate Hospital Northallerton, please ask a member of staff for further information.

Further information about Parkinson’s is available from:

Parkinson’s UK
Free confidential helpline 0808 800 0303
parkinsons.org.uk
hello@parkinsons.org.uk

You may wish to look at the above website for further information. However, as we are not responsible for them, we cannot endorse them.

NHS Direct

If you need health information or advice at any time of the day or night call:

0845 4647
Service-Parkinson’s Disease Specialist Nurse (PDSN)

There are two full time registered nurses working specifically with people who have Parkinson’s Disease (PD).

Zenita Cowen
Specialist Nurse Parkinson’s Disease
Monday to Thursday 08.00-18.00
Tel: 01642 854319
Email: zenita.cowen@stees.nhs.uk
(not available weekends or bank holidays)

Sue Palfreeman
Liaison Sister Parkinson’s Disease
Monday-Friday 09.00-17.00
Tel: 01642 854319
Email: susan.palfreeman@stees.nhs.uk
(not available weekends or bank holidays)

Who can use this service?
- Anyone with a confirmed diagnosis of PD of any age under the care of a Consultant Neurologist based at The James Cook University Hospital or one of the outreach hospitals
- A spouse, carer, neighbour, friend or family member of a person with Parkinson’s.
- Any health or social care professional can refer.

Written or telephone referrals are welcome
The PD nurses will liaise with your consultant neurologist and GP to establish shared care that best meets the needs of you and your carer.

Role of the Parkinson’s Disease Specialist Nurse

The aim of the PDSN is to provide:
- A point of contact for people with PD
- Support, advice and counselling for those newly diagnosed
- Advocacy
- Support for individuals, carers and families
- Information and advice, either over the phone, via email, in the clinic or where appropriate in your own home
- Assessments of your needs, ongoing support and monitoring of your condition and treatment
- Appropriate referral to other services
- If you have to go into hospital for any reason the PDSN will liaise with ward staff and let them know your needs and requirements
- Training and education, based on best evidence to promote a wider understanding of PD

An effective service by auditing the service users
A telephone advice line with answer phone facility.

PD telephone advice line:
Is available to all patients with PD, their families, carers and healthcare professionals to provide advice, support and information on all aspects of PD.

Your consultant or PDNS may have asked you to telephone on a set date for a review of new medication or changes to your medication.

When you should call the advice line ...
- If you are experiencing some difficulties with symptoms or management that need to be addressed before your next appointment
- You may be a concerned carer or health professional.
- You may require advice and support on social issues.
- Your PDNS will identify with you your needs and support and refer to the appropriate services as required.