Nottingham & Nottinghamshire age UK

Patients' Representative Service at Lings Bar Hospital

Do you need more support in hospital?

Advocacy

Lings Bar Patients' Representative Service

t 07872 839570

e patrepservice-lbh@ageuknotts.org.uk

www.ageuknotts.org.uk

Patients' Representative Service

The Patients' Representative Service offers support, representation, advocacy and information to older patients and their carers whilst at Lings Bar Hospital.

We can help if

You need extra support during your hospital stay or regarding your discharge home. If so, please contact our Patients' Representative (see overleaf).

We can provide independent support for patients and their carers. At some time, we all need support and representation, someone to be our voice. We all need someone who will listen.

What the service provides

The Patients' Representative may be able to help if:

- You are worried about an aspect of your hospital stay
- You want someone independent to speak on your behalf
- You need support during a time of crisis
- You have a difficult decision to make
- If you need general information or possible access to other services
- You require follow up support when you have been discharged home
- If you are worried or concerned, talk to us we are here to help

What extra support do we offer?

- Information on financial matters and benefits
- Information on health and social care
- Details on services available in the community once discharged. For example community outreach, visiting and other support services
- Assistance in referring and signposting to any appropriate services

Who is this service for?

Patients and their carers

Which area does this service cover?

This service is available at Lings Bar Hospital on the following wards:

- John Procter
- Castle
- Forest

How is this service delivered?

- In person via one-to-one sessions
- Over the telephone
- Via email
- Via Microsoft teams or Zoom

When is this service delivered?

- Monday (8.30am - 4.30pm)
- Tuesday (8.30am - 4pm)
- Wednesday (8.30am - 12.30pm)

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact Heather Benjamin, our Patients' Representatives on:

Lings Bar Patients' Representative Service
t 07872839570

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

For more information on any of our services, please contact us:

Age UK Nottingham & Nottinghamshire
The Lifestyle Centre, 16 - 18 Bridgeway Centre, Nottingham
NG2 2JD.

0115 844 0011

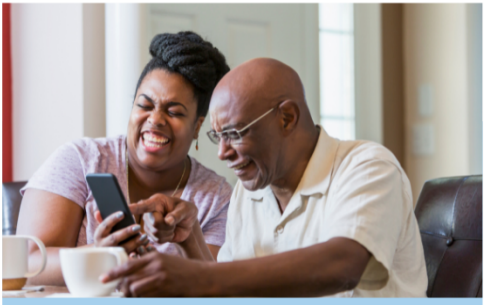
Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.

Nottingham & Nottinghamshire age UK

Our vision is for a world in which older people flourish

Every year we help over 45,000 people

We're local and independent - here to help people in Nottingham & Nottinghamshire



Can you help us make a difference?

Yes! Whether it is by volunteering, fundraising, or telling your friends and neighbours about our services, you can help us reach more local people in need.

Get in touch with us today! Check out our website for more information and to sign up to our monthly email newsletter.

Registered with FUNDRAISING REGULATOR

This leaflet is sponsored by:

The Lifestyle Centre

Scooters & Wheelchair, Stairlifts, Beds & Riser chairs and much more....

www.advantagemobility.co.uk

The Lifestyle Centre

16 - 18 Bridgeway Centre
Nottingham
NG2 2JD
0115 697 6409

Advantage MOBILITY

The Queen's Award for Voluntary Service

advice quality standard

Age UK Information & Advice Quality Assured

Age UK Charity Quality Standard certified by SGS

Home Improvement Agencies
Making Homes Warm, Safe & Secure

Nottingham & Nottinghamshire is a registered charity (registered charity number 1067881) and a company limited by guarantee registered in England and Wales (registered company number 3455485). Correspondence address: The Lifestyle Centre, 16 - 18 Bridgeway Centre, Nottingham NG2 2JD. Registered office: The Sybil Levin Centre, 577a Nuthall Rd, Nottingham NG8 6AD.

Date of publication: May 2023 V8.0 © Age UK Nottingham & Nottinghamshire