Nottingham & Nottinghamshire age UK

Patients' Representative Service at Queen's Medical Centre & Nottingham City Hospital

Do you need more support in hospital?

Advocacy

Bill Redhead & Karen Johnson
t 0115 697 6308 (please leave a voicemail)
e patrepservice-nuh@ageuknotts.org.uk
www.ageuknotts.org.uk

Patients' Representative Service

The Patients' Representative Service offers support, advocacy, representation and information to older patients and their carers whilst on the Health Care of Older People (HCOP) wards at Queen's Medical Centre and Nottingham City Hospital.

We can help if

You need extra support during your hospital stay or you are a carer who needs to speak to someone independent. If so, please contact your Patients' Representative.

At times, we all need support and representation, someone to be our voice. We all need someone who will listen.

What the service provides

- 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
- Someone to discuss a difficult decision with
- If you need general information or possible access to other services
- 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, such as befriending services, social groups and other support services
- Assistance in referring and signposting to any appropriate services

"Thank you. I'm very grateful for your service which has helped me to tie together some links of information. I feel far more able to speak openly to the ward about things that worry me"

Who is this service for?

Older people and their carers

Which area does this service cover?

HCOP wards

Queen's Medical Centre: B47, B48, B49, C51, C54, D57, D58

Nottingham City Hospital: Bestwood, Beeston, Jenner

How is this service delivered?

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

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact

Bill Redhead & Karen Johnson

m : 0115 697 6308 (please leave a voicemail)
e patrepservice-nuh@ageuknotts.org.uk

The Patients' Representative is located at Ward D57, top floor, South Block,

Nottingham University Hospitals NHS
NHS Trust

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

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

0115 844 0011

or visit us at www.ageuknotts.org.uk

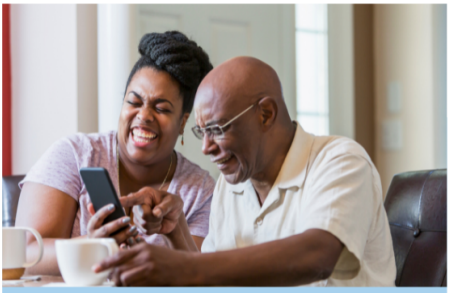
Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.

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.

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The Lifestyle Centre

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0115 697 6409

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