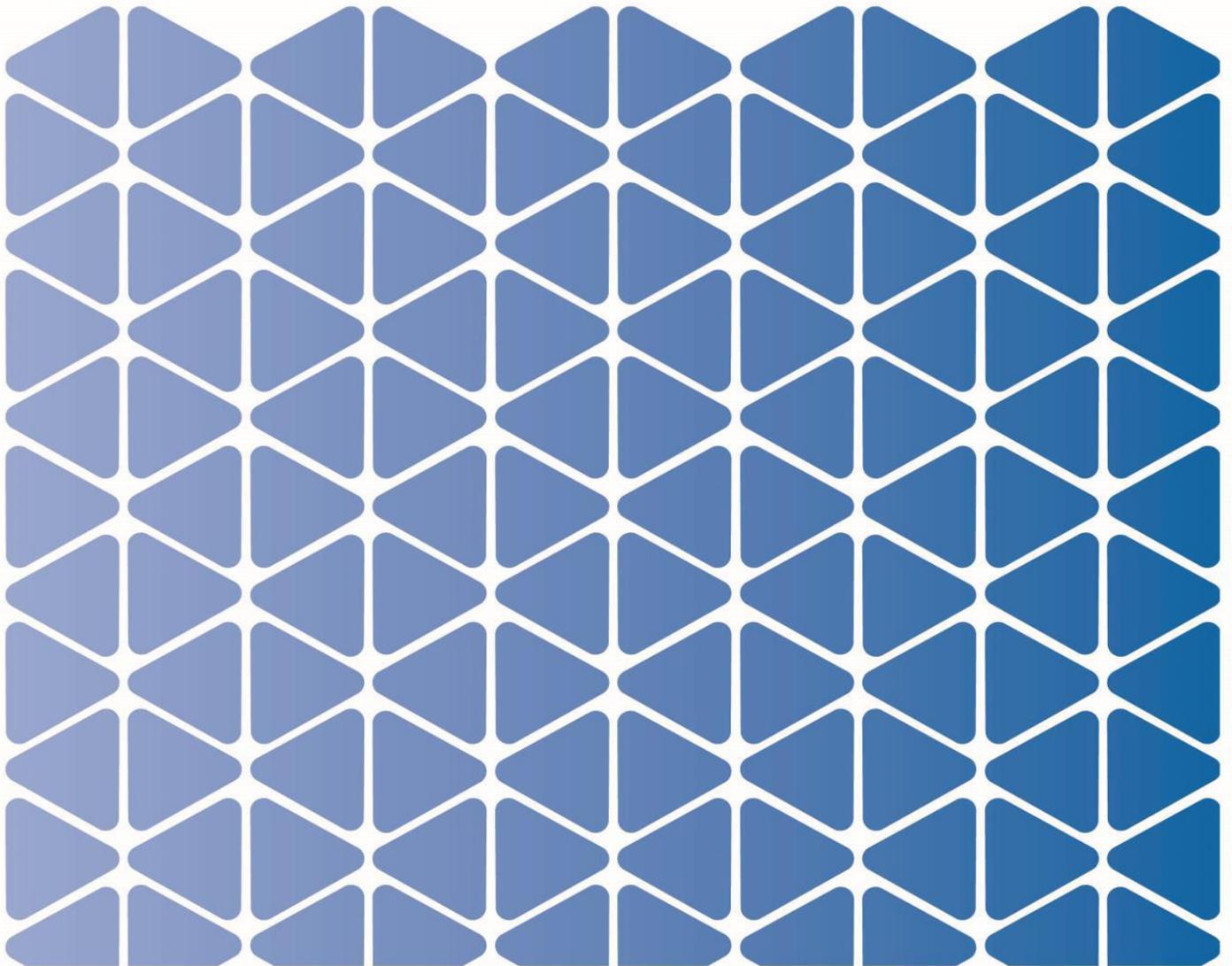




PATIENT INFORMATION – FOR RELATIVES/ CARERS

BRAIN INJURY INFORMATION



Occupational Therapy Contacts:

Alexandra Hospital

Tel: 01527 512146

Worcestershire Royal Hospital

Aconbury West

Tel: 01905 760683

Level 2

Tel: 01905 760170

If you have any questions please contact Occupational Therapy on the above numbers

Useful Contacts

Headway:

www.headway.org.uk

Helpline telephone number: 0808 800 2244

Email: helpline@headway.org.uk

NICE patient guide:

www.nice.org.uk/guidance/cg176

Stroke Association

Helpline telephone number:

0303 3033 100

<https://www.stroke.org.uk/>

The Brain Injury Foundation

Help line: 07596639487

<http://thebraininjuryfoundation.com>

If symptoms or conditions worsen, or if you are concerned about anything, please call the GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.