



Data Protection

Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible.

Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **0344 811 8118**.

Other sources of information

NHS 111

NHS Choices www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence) www.nice.org.uk

Patient Advice and Liaison Service (PALS) **Freephone: 0800 032 0202**

Text: **01670 511 098** Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries **0344 811 8111**

www.northumbria.nhs.uk



The team at Northumbria want to make sure that you get the best out of the contact you have with us, whether that is attending clinics or as a patient on the wards.

We think you should expect:

- To be able to talk about the things that matter to you
- That things are explained to you and you are given enough information to understand and look after your own health
- That decisions made about your care, fit with your own priorities and preferences
- Where decisions need to be made, you are presented with a range of options, including doing nothing if that's what you would prefer
- That the team you see will work with you to develop a plan that suits you, including working out what support you might need and how this can be reviewed

My notes:

ASK 4 QUESTIONS

Sometimes there will be choices to make about your healthcare. It may be helpful to have the answers to these four questions to help you make decisions.

What are my **options?**

What are the possible **benefits and risks?**

What would happen if I **choose to do nothing?**

How can we make a plan **together** that's **right for me?**