



Northumbria Healthcare
NHS Foundation Trust

Welcome to Jubilee Day Hospital

Issued by the Elderly Medicine Team



This information leaflet is for patients and carers who are attending Jubilee Day Hospital for the first time.

What is the Jubilee Day Hospital (JDH)?

Jubilee Day Hospital is an outpatient service that provides access to a dedicated team, focusing on the needs of the older person.

Where is the Jubilee Day Hospital?

Jubilee Day Hospital is based at North Tyneside General Hospital, Rake Lane, North Shields. Tel: 03 44 811 8111 ext 32953, Monday to Friday, 8.30 am - 4.30pm.

Who is in the team?

Doctors, Nurses, Physiotherapists, Occupational Therapists and Social Workers.

We aim to:

- Value each person as an individual;
- Treat every person with dignity and respect;
- Work in partnership with you and your carer (a carer can be a partner, friend, or relative) to maximise independent living;
- Offer a comprehensive approach to you and your carer;
- Support you to continue to live a healthy and fulfilling life.

Who arranged for me to attend JDH?

Your GP, a therapist from another rehabilitation team or a hospital consultant following discharge from a ward or outpatient clinic may have made the arrangements for you to attend JDH.

Can I bring a friend or relative?

Yes you can. We encourage you to, especially on your first visit.

What will happen on my first visit?

What will happen on my first visit On arrival you should report to the day room where you will be introduced to your named nurse who will explain the assessment process to you. You will be seen by members of the team who will identify your needs together with you and your carer and develop a plan of action.

How often and how long will I attend?

The length of time you will need to attend will be based on your individual needs and progress. This will be discussed with you and your carer.

What happens when my treatment is finished?

Your discharge date will be discussed with you and your carer to ensure that we have addressed your problems and your general ongoing care is handed back to the community staff based at doctor's surgery. Further questions should be directed to them.

Your comments and complaints

We are pleased to receive any comments (positive and negative) about our services. If you are unhappy about any aspect of your visit to the Jubilee Day Hospital, or you have a suggestion which could help us to improve our service, please speak to the nurse in charge of the day unit.

Useful contact numbers

Age UK

Age UK North Tyneside
13 Saville Street West
North Shields
NE29 6QP
Tel: 0191 2808484
www.ageuk.org.uk

Stroke Association

The Stroke Association,
Stroke House,
240 City Road
London EC1V 2PR
Tel: 02075660300
www.stroke.org.uk

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 **03 44 811 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: 07815 500015

Email: northoftynepals@nhct.nhs.uk

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General Enquiries **03 44 811 8111**

www.northumbria.nhs.uk

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