

The Clinical Review Forum

**Rehabilitation Medicine Service
Community & Therapy Services**

**This leaflet has been designed to
give you important information
about your condition / procedure,
and to answer some common
queries that you may have.**



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Information for patients and visitors

Introduction

The Clinical Review Forum is the patient's key to the services provided by the Rehabilitation Medicine Service.

What is The Clinical Review Forum?

- This is where you can discuss your needs and your views about the care you receive with the team involved in your treatment and care
- This is the time to look at your present needs and also to make plans for the future
- You and / or someone on your behalf will be encouraged and supported to choose the type of help you will receive

Where will the review be held?

Reviews can be held wherever you choose, for example:

- In your own home
- At your day centre
- At your doctor's health centre

How often will reviews be held?

Reviews can be held as often as you feel necessary; they can be held anything from fortnightly up to once a year.

Who will attend?

- You and any members of your family or friends
- Team members involved in your care
- Members of Social Services involved in your care
- Your own GP and / or district nurse

Administration

Minutes will be taken at the review; these will be typed and sent to:

- You
- Those who attended the review
- Your own GP
- Others involved in your care

At the end of the review we will agree:

- The frequency of reviews or follow-up appointments

Appointments can be arranged with any team members or others to discuss in private any issues raised at the review.

Contact details to obtain additional information

If you would like more information about the Clinical Review Forum or the Rehabilitation Medicine Service please contact the team on 01724 290062.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.



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Alternatively you can email:
nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk



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