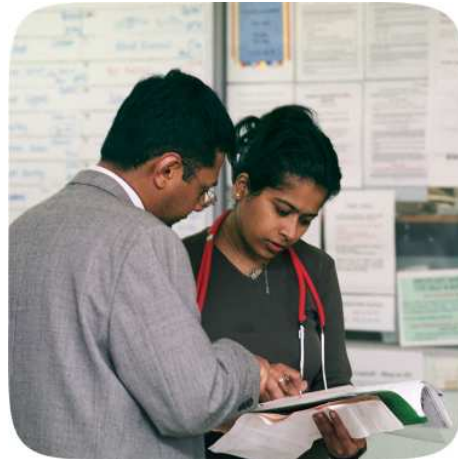


# Choosing **your** hospital

**Middlesbrough  
Primary Care Trust**







For most medical conditions, you can now choose where and when to have your treatment.

This booklet explains more about choosing your hospital.

You will also find information about the hospitals you can choose from.

Second edition  
December 2006

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# What is patient choice?



If you and your GP decide that you need to see a specialist for more treatment, you can now choose where and when to have your treatment from a list of hospitals or clinics.

## Why has patient choice been introduced?

Research has shown that patients want to be more involved in making decisions and choosing their healthcare. Most of the patients who are offered a choice of hospital consider the experience to be positive and valuable. The NHS is changing to give you more choice and flexibility in how you are treated.

## Your choices

Your local choices are included in this booklet. If you do not want to receive your treatment at a local hospital, your GP will be able to tell you about your choices of other hospitals across England.

As well as the hospitals listed in this booklet, your GP may be able to suggest community-based services, such as GPs with Special Interests or community clinics. Or, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals.

## Making your choice

In choosing where to have your outpatient appointment, you will be choosing where to receive your full treatment, if you need it. This will include your initial outpatient appointment and any other appointments for treatment (for example, inpatient care) or aftercare.

However, if you are not happy with your chosen hospital after your outpatient appointment, your GP can make you an appointment at another hospital.

If you need very specialised care, you may need to be referred to another hospital. You may also be transferred to another specialty if the hospital doctor feels that this is more appropriate for your condition.





## How to use this booklet

This booklet includes information about your choice of hospitals.

- Use the 'Where can I have my treatment?' table on page 4 to find out which hospitals offer your treatment.
- You can then find information about individual hospitals. This starts on page 7.
- You can also find out how your hospital scores against a number of measures, some of which are patients' views. This information starts on page 42.

You will also find other information in this booklet to help you make your choice. You can use the 'Contents list' at the beginning of the booklet to find this information.

You can also find more information on [www.nhs.uk](http://www.nhs.uk)

Your local library can help you use the internet to search for more information on choosing your hospital. See the 'Where can I find more information and support?' page later in this booklet for some website addresses that you can use.

## Where can I have my treatment?

Use the chart below to check which hospitals provide the service you need. In addition to the hospitals listed, your GP may be able to refer you to community-based or other services. Ask him or her what's available in your local area. He or she will also advise you if the service you need is not listed.

Hospital provider	Specialty name													
	Cardiology	Dermatology	Ear, nose and throat	Gastroenterology	General medicine	General surgery	Gynaecology	Neurology	Ophthalmology	Oral-maxillo surgery	Paediatrics	Rheumatology	Trauma and orthopaedics	Urology
City Hospitals Sunderland NHS Foundation Trust <a href="#">page 7</a>	●		●	●	●	●	●	●	●	●	●	●		●
Clifton Park NHS Treatment Centre <a href="#">page 8</a>						●							●	
Cobalt NHS Treatment Centre <a href="#">page 9</a>				●		●								
County Durham and Darlington Acute Hospitals NHS Trust <a href="#">page 10</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Gateshead Health NHS Foundation Trust <a href="#">page 13</a>	●			●	●	●	●				●	●	●	
Leeds Teaching Hospitals NHS Trust <a href="#">page 14</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Middlesbrough PCT <a href="#">page 17</a>		●											●	

## Specialty name

Hospital provider	Cardiology	Dermatology	Ear, nose and throat	Gastroenterology	General medicine	General surgery	Gynaecology	Neurology	Ophthalmology	Oral-maxillo surgery	Paediatrics	Rheumatology	Trauma and orthopaedics	Urology
North Tees and Hartlepool NHS Trust <a href="#">page 18</a>	●			●	●	●	●				●	●	●	●
Scarborough and North East Yorkshire Healthcare NHS Trust <a href="#">page 20</a>	●	●	●	●	●	●	●		●		●			●
South Tees Hospitals NHS Trust <a href="#">page 22</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
The Cleveland Nuffield Hospital <a href="#">page 23</a>				●					●				●	
The Newcastle upon Tyne Hospitals NHS Foundation Trust <a href="#">page 24</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Woodlands Hospital <a href="#">page 26</a>			●	●		●	●		●	●			●	●
York Hospitals NHS Trust <a href="#">page 27</a>		●	●	●	●	●	●	●	●	●	●		●	●



To find out more about the hospitals you can choose from go to [page 7](#)



To find out what these specialties mean go to [page 33](#).





**City Hospitals Sunderland NHS Foundation Trust**  
[www.sunderland.nhs.uk/chs](http://www.sunderland.nhs.uk/chs)

We manage several sites, offering a range of services, including specialist services in ENT, oral, urology and renal (kidney). Recent improvements include a new cardiac centre, new ward and theatre accommodation and a brand new surgical day case unit. Our Eye Infirmary is a regional eye treatment centre, with a recently opened second cataract theatre. We have held the Healthcare Commission's three-star rating for the past five years.

**City Hospitals Sunderland**   
NHS Foundation Trust



**Sunderland Eye Infirmary**

Sunderland Eye Infirmary,  
Queen Alexandra Road, Sunderland,  
Tyne and Wear  
SR2 9HP  
Tel: 0191 565 6256

**Trains:** Sunderland. Two miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Limited on-site parking.  
Charges apply.



**Sunderland Royal Hospital**

Sunderland Royal Hospital,  
Kayll Road, Sunderland, Tyne and  
Wear  
SR4 7TP  
Tel: 0191 565 6256

**Trains:** Sunderland. Two miles.  
**Tube Station:** Millfield. Less than  
half a mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Limited on-site parking.  
Charges apply.

**Clifton Park NHS Treatment Centre**  
[www.capio.co.uk/nhs](http://www.capio.co.uk/nhs)

Located in Clifton just outside York, this facility is a purpose-built day case and inpatient centre, providing services for assessment, diagnosis and treatment of common medical conditions. The centre has a suite of outpatient rooms, treatment rooms and counselling facilities. Two modern well-equipped theatres undertake a range of surgical procedures and minimally invasive procedures.



**Clifton Park NHS Treatment Centre**

Bluebeck Drive,  
Shipton Road, York, North Yorkshire  
YO30 5RA  
Tel: 01904 464550

**Trains:** York. Five miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.

**Cobalt NHS Treatment Centre**  
[www.capio.co.uk/nhs](http://www.capio.co.uk/nhs)

This centre is a purpose-built day case centre in Cobalt Business Park, North Tyneside. It provides assessment, diagnosis and treatment of common medical conditions, and has a suite of outpatient rooms, treatment rooms and counselling facilities. The theatre undertakes a range of surgical procedures.



**Cobalt NHS Treatment Centre**

Cobalt Business Park,  
Silverlink North, North Tyneside, Tyne  
and Wear  
NE27 0BY  
Tel: 0191 270 3250

**Trains:** Newcastle. Four miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.

The Trust received a Healthcare Commission three-star rating in 2005. We provide healthcare from three main hospitals: University Hospital of North Durham, Darlington Memorial Hospital and Bishop Auckland General Hospital and some services from other community hospitals. We offer care in modern, clean facilities, including two cardiac suites at Durham and Darlington, and an NHS Treatment Centre at Bishop Auckland for routine surgery.

County Durham and Darlington **NHS**  
Acute Hospitals NHS Trust



### Bishop Auckland General Hospital

Cockton Hill Road,  
Bishop Auckland, County Durham  
DL14 6AD  
Tel: 01388 455000

**Trains:** Bishop Auckland. Less than half a mile.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available. Charges apply.



### Chester le Street Community Hospital

Front Street,  
Chester le Street, County Durham  
DH3 5AT  
Tel: 0191 333 2333

**Trains:** Chester le Street. Less than half a mile.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available. Charges apply.



### Darlington Memorial Hospital

Hollyhurst Road,  
Darlington, County Durham  
DL3 6HX  
Tel: 01325 380100

**Trains:** Darlington. One mile.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available. Charges apply.



To see how your hospital scores see page 38



### Shotley Bridge Community Hospital

Shotley Bridge,  
Consett, County Durham  
DH8 0NB  
Tel: 0191 333 2333

**Trains:** n/a

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available.  
Charges apply.



### University Hospital of North Durham

North Road,  
Durham, County Durham  
DH1 5TW  
Tel: 0191 333 2333

**Trains:** Durham. Less than half a mile.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available.  
Charges apply.



To see how your  
hospital scores see  
page 38

**Gateshead Health NHS Foundation Trust**  
[www.gatesheadhealth.nhs.uk](http://www.gatesheadhealth.nhs.uk)

The Trust is in Gateshead, across the river from Newcastle upon Tyne. Queen Elizabeth Hospital provides general healthcare and some specialist services (eg, gynaecological cancers). All patients treated in the North East NHS Surgery Centre at Queen Elizabeth Hospital have single rooms. Waiting times for both inpatients and outpatients are rated as 'excellent' by the Healthcare Commission (2005).

Gateshead Health **NHS**  
NHS Foundation Trust



**Queen Elizabeth Hospital**

Sheriff Hill,  
Gateshead, Tyne and Wear

Tel: 0191 4820000


**Trains:** Heworth. One mile.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available.  
Charges apply.

**Leeds Teaching Hospitals NHS Trust**  
[www.leedsteachinghospitals.com](http://www.leedsteachinghospitals.com)

Our trust is the largest in the UK and includes the largest teaching hospital in Europe. We focus on providing quality services for the population of Leeds and the surrounding area. We are also a regional centre for a number of specialist services such as cancer and cardiac surgery. In total, we employ over 14,000 staff across eight sites, treating around a million patients a year with a budget of £730m.

The Leeds Teaching Hospitals   
NHS Trust



**Chapel Allerton Hospital**

Harehills Lane,  
Leeds, West Yorkshire  
LS7 4RB  
Tel: 0113 2623404

**Trains:** n/a  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.



**Leeds Dental Hospital**

Clarendon Way,  
Leeds, West Yorkshire  
LS2 9LU  
Tel: 0113 2440111

**Trains:** Leeds. One mile.  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.



Leeds Teaching Hospitals NHS Trust  
www.leedsteachinghospitals.com



Leeds General Infirmary

Great George Street,  
Leeds, West Yorkshire  
LS1 3EX  
Tel: 0113 2432799

**Trains:** Leeds. One mile.  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.



Seacroft Hospital

York Road,  
Leeds, West Yorkshire  
LS14 6HU  
Tel: 0113 2648164

**Trains:** Crossgates. Two miles.  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.



To see how your  
hospital scores see  
page 38



### St James's University Hospital

Beckett Street,  
Leeds, West Yorkshire  
LS9 7TF  
Tel: 0113 2433144

**Trains:** Leeds. Three miles.  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.



### Wharfedale Hospital

Newall Carr Road,  
Otley, West Yorkshire  
LS21 2LY  
Tel: 01943 465522

**Trains:** n/a  
**Buses:** First. 0113 381 5550.  
**Parking:** Limited on-site parking.  
Charges apply.

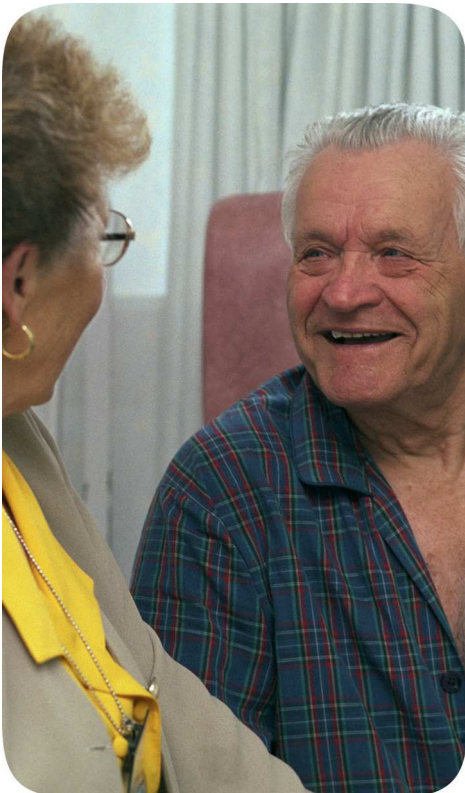


To see how your  
hospital scores see  
page 38

**Middlesbrough PCT**  
[www.middlesbrough.nhs.uk](http://www.middlesbrough.nhs.uk)

Middlesbrough Primary Care Trust was first established in April 2002. We work with other local health and social care organisations to look after the health of the 139,000 people living in the Middlesbrough area. Our trust achieved a rating of 'good' for quality of services and 'fair' for use of resources in the Healthcare Commission Annual Health Check for 2005/06.

**Middlesbrough**   
Primary Care Trust



### Middlesbrough PCT

one life,  
Linthorpe Road, Middlesbrough  
TS1 3QY  
Tel: 0845 234 2300

**Trains:** Middlesbrough. Two miles.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** Free on-site parking.

**North Tees and Hartlepool NHS Trust**  
[www.northteesandhartlepool.nhs.uk](http://www.northteesandhartlepool.nhs.uk)

North Tees and Hartlepool NHS Trust provides services to more than 400,000 people living in Stockton-on-Tees, Hartlepool, East Durham and parts of Sedgefield. We have achieved the three-star performance rating from the Healthcare Commission in four of the last five years. We are one of only 16 trusts in England rated as 'excellent' by the Healthcare Commission for hospital admission procedures in 2006.

**Southport and Ormskirk Hospital**   
NHS Trust



**Peterlee Community Hospital**

O'Neill Drive,  
North Blunts  
Peterlee, County Durham  
SR8 5TZ  
Tel: 0844 811 8222

**Trains:** Middlesbrough. More than ten miles.

**Buses:** Traveline. 0870 608 2 608.

**Parking:** On-site parking available. Charges apply.



### University Hospital of Hartlepool

Holdforth Road,  
Hartlepool, Cleveland  
TS24 9AH  
Tel: 0844 811 8222

**Trains:** Hartlepool. Two miles.  
**Buses:** Stagecoach. 01642 602112.  
**Parking:** On-site parking available.  
Charges apply.



### University Hospital of North Tees

Hardwick Road,  
Stockton-on-Tees, Cleveland  
TS19 8PE  
Tel: 0844 811 8222


**Trains:** Stockton. Two miles.  
**Buses:** Stagecoach. 01642 602112.  
**Parking:** On-site parking available.  
Charges apply.



To see how your  
hospital scores see  
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**Scarborough and North East Yorkshire Healthcare NHS Trust** [www.scarborough.nhs.uk](http://www.scarborough.nhs.uk)

The Trust works from four hospital sites, offering a full range of inpatient, day case surgery, outpatient and diagnostic services. The four hospital sites are located at Scarborough, Whitby, Malton and Bridlington, each providing access to the local populations. The Trust also provides some specialist services in conjunction with consultants from Hull, York, Middlesborough and Leeds.

Scarborough and North East Yorkshire Healthcare   
NHS Trust



**Bridlington and District Hospital**

Bessingby Road,  
Bridlington, East Yorkshire  
YO16 4QP  
Tel: 01262 606666

**Trains:** Bridlington. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



**Malton and Norton Community Hospital**

Middlecave Road,  
Malton, North Yorkshire  
YO17 0NG  
Tel: 01653 693041

**Trains:** Malton. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.



### Scarborough General Hospital

Woodlands Drive,  
Scarborough, North Yorkshire  
YO12 6QL  
Tel: 01723 368111

**Trains:** Scarborough. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



### Whitby Community Hospital

Springhill,  
Whitby, North Yorkshire  
YO21 1EE  
Tel: 01947 604851

**Trains:** Whitby. Less than half a mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.



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**South Tees Hospitals NHS Trust**  
[www.southtees.nhs.uk](http://www.southtees.nhs.uk)

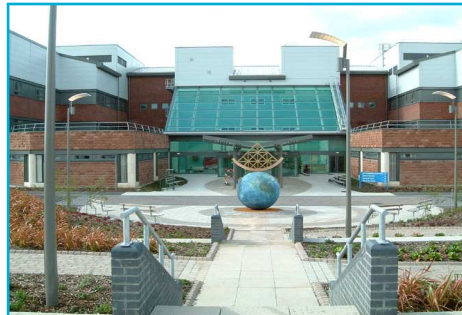
South Tees Hospitals NHS Trust offers a full range of general healthcare services and specialist services, with expertise in heart disease, cancer, trauma, neurosciences, renal (kidney) services and spinal injuries. We operate in a modern environment at both our hospitals – The James Cook University Hospital in Middlesbrough and the Friarage Hospital in Northallerton.



**Friarage Hospital**

Friarage Hospital,  
Bullamoor Road, Northallerton  
North Yorkshire, DL6 1JG  
Tel: 01609 779911

**Trains:** Northallerton. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



**The James Cook University Hospital**

The James Cook University Hospital,  
Marton Road, Middlesbrough  
Teesside, TS4 3BW  
Tel: 01642 850850

**Trains:** Middlesbrough. Three miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



**The Cleveland Nuffield Hospital**  
[www.nuffieldhospitals.org.uk](http://www.nuffieldhospitals.org.uk)

The Cleveland Nuffield Hospital is located on the outskirts of the village of Norton and has 31 beds. Patients are cared for in private rooms, all equipped with ensuite facilities, have access to a phone and TV, and can purchase newspapers.



**The Cleveland Nuffield Hospital**

Junction Road,  
Norton, Stockton-on-Tees, Cleveland  
TS20 1PX  
Tel: 0800 0155020

**Trains:** Thornaby. Five miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.

**The Newcastle upon Tyne Hospitals NHS Foundation Trust**  
[www.newcastle-hospitals.org.uk](http://www.newcastle-hospitals.org.uk)

The Newcastle upon Tyne Hospitals NHS Foundation Trust is a major university teaching trust. It provides a full range of secondary, tertiary and specialised healthcare services from its three sites. The Trust has committed to modernising and investing in its services, with a £300m development programme currently under way. The Trust was named 'Hospital of the Year' in 2004 in the Sunday Times Dr Foster Good Hospital Guide.

The Newcastle upon Tyne Hospitals   
NHS Foundation Trust



### Freeman Hospital

Freeman Road,  
High Heaton  
Newcastle upon Tyne, Tyne and  
Wear  
NE7 7DN  
Tel: 0191 233 6161

**Trains:** Newcastle. Three miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



### Newcastle General Hospital

Westgate Road,  
Newcastle upon Tyne, Tyne and  
Wear  
NE4 6BE  
Tel: 0191 233 6161

**Trains:** Newcastle. Two miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



### Royal Victoria Infirmary

Queen Victoria Road,  
Newcastle upon Tyne, Tyne and  
Wear  
NE1 4LP  
Tel: 0191 233 6161

**Trains:** Newcastle. Two miles.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** On-site parking available.  
Charges apply.



To see how your  
hospital scores see  
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**Woodlands Hospital**  
[www.woodlandshealthcare.com](http://www.woodlandshealthcare.com)

Woodlands Hospital is a purpose-built independent private hospital, set within a 5.25 acre site at Morton Park, Darlington. The hospital benefits from two theatres, equipped with ultra-clean air technology, and has 38 beds, with 22 ensuite rooms. An on-site radiotherapy department equipped with a full range of diagnostic equipment enables the hospital to perform a wide range of tests and scans.



**Woodlands Hospital**

Morton Park Way,  
Darlington, County Durham  
DL1 4PL

**Trains:** Darlington. Three miles.

**Buses:** n/a

**Parking:** Free on-site parking.

**York Hospitals NHS Trust**  
[www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

York Hospitals NHS Trust provides general healthcare and some inpatient, outpatient and day case specialist services. Most services are provided from the easily accessible main York Hospital site, just outside the centre of York. An additional 250 car parking spaces are being developed for our patients and visitors. In 2005, the Trust was one of only 33 placed in the highest category of the Healthcare Commission's Cleanliness Audit.

**York Hospitals**   
NHS Trust



### Selby and District War Memorial Hospital

Doncaster Road,  
Selby, North Yorkshire  
YO8 9BX  
Tel: 01904 724300

**Trains:** Selby. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.



### Selby Clinic, Raincliffe Street

Raincliffe Street,  
Selby, North Yorkshire  
YO8 4AN  
Tel: 01904 724280

**Trains:** Selby. Up to half a mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Free on-site parking.



### York Hospitals NHS Trust

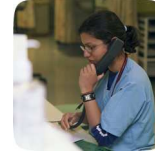
Wigginton Road,  
York, North Yorkshire  
YO31 8HE  
Tel: 01904 631313

**Trains:** York. One mile.  
**Buses:** Traveline. 0870 608 2 608.  
**Parking:** Limited on-site parking.  
Charges apply.



To see how your  
hospital scores see  
page 38





## Your questions answered

### Is patient choice offered for all medical conditions?

A choice of hospital is available for most medical conditions. However, not all hospitals treat every medical condition and some patients may need a more specialist service.

### What if I don't want to choose?

You do not have to make the decision yourself. If you prefer, your GP can still make the choice for you and recommend a hospital for your treatment.

### What if I don't want to go to a different hospital?

You don't have to. If you would rather visit the hospital that you usually go to, you can make that choice.

### Will I have to pay?

No, not as an NHS patient. All the hospitals listed provide services to NHS patients. As long as you choose one of the hospitals listed in this booklet, you won't have to pay.





### Is there help available for my travel arrangements to get to hospital?

If your GP or the person who has referred you decides that you have a medical need for transport, patient transport services should be provided. You may also have your travel expenses paid through the Hospital Travel Costs Scheme, if you get Jobseeker's Allowance, Working Tax Credit, Child Tax Credit or Pension Credit, or qualify under the low-income scheme.

### Where's best for me?

You might want to think about how you will get to hospital or who might pick you up when your treatment has finished. If you are going to be in hospital for a while, do you want to be close to family and friends? You may also want to think about how quickly you want to be treated. Would you be willing to travel further away if it meant that you could be treated quicker? Or you may have a different priority – hospital cleanliness or location, for example. The information in this booklet can help you make your choice based on the things that matter to you. You can also find more information on [www.nhs.uk](http://www.nhs.uk).



## How to book your appointment

### What you need to do

How ever you are being referred, your GP or practice team will let you know what you need to do.

Once you have left your GP practice, you can speak to your local support services for more help with choosing your hospital. Their contact details are on the back page of this booklet.

### Using Choose and Book

GPs may use a computer system to book your first outpatient appointment. This is called Choose and Book. This system gives you more control over when you book your appointment. Your GP or practice team can give you a leaflet called 'An introduction to Choose and Book for patients' that will give you more information.

### Without Choose and Book

If your GP is not yet using Choose and Book, he or she will send a letter to your choice of hospital and can also send you a copy. The hospital will then contact you to make an appointment.



## What do the specialty names mean?

Cardiology	Heart and blood vessels.
Dermatology	Skin, hair and nails.
Ear, nose and throat (ENT)	Ear, nose and throat disorders.
Gastroenterology	Digestive system, including the liver, stomach, intestines and oesophagus.
General medicine	Non-surgical treatment of diseases of the internal organs, especially in adults.
General surgery	Surgical treatment of abdominal organs, the thyroid gland and hernia.
Gynaecology	Organs of the female reproductive system.
Neurology	Nervous system, including the brain, spinal cord and nerves.
Ophthalmology	Eye disorders, including injuries, infections, tumours and cataracts.
Oral-maxillo surgery	Mouth and facial surgery.
Paediatrics	Diagnosing, treating and preventing diseases in children.



Rheumatology

Inflammatory diseases of the muscles and joints, including arthritis.

Trauma and orthopaedics

Musculoskeletal system including bones, joints and supporting muscles.

Urology

Kidneys, urinary, bladder and male reproductive organs.



## What does the healthcare jargon mean?

### What's an outpatient appointment?

An outpatient appointment is when you visit the hospital to see a specialist who will examine you so that he or she can diagnose what the problem is and think about what the best treatment will be.

### What's inpatient treatment?

Inpatient treatment is when you go into hospital to have your treatment and stay overnight.

### What is secondary or tertiary care?

When patients are referred by their GP for further treatment, this is known as secondary care. It usually means being treated by a specialist in a hospital or a clinic. In some cases, patients may need to see a clinician with highly specialised knowledge of their condition. This is known as tertiary care.

### What are NHS Foundation Trusts?

NHS Foundation Trusts are a new type of NHS hospital that are run by local managers, staff and members of the public. These trusts have been given more freedom than other NHS trusts. However, they remain within the NHS.



### What are NHS Treatment Centres?

Some NHS Treatment Centres are run by the NHS and some are run by the Independent Sector. They both provide treatment to NHS patients with NHS standards of care. You do not have to pay for treatment at either type of treatment centre – the cost will be covered by the NHS.

### What's a GP with a Special Interest?

Sometimes, rather than going to a hospital or clinic, you may be able to choose to be treated by a GP with a Special Interest. As well as their GP qualifications, they have thorough training and experience in a specialist area.

### What's a Clinical Assessment Service?

Sometimes, instead of referring you direct to a hospital for an outpatient appointment, your GP might refer you to a Clinical Assessment Service. They will assess your condition and will discuss the next stage of your treatment. This assessment may take place in person or over the phone. Your GP will let you know what you need to do if he or she is referring you to a Clinical Assessment Service.



## Where can I find more information and support?

Your GP should be able to give you the answers to some of the questions you have about your condition.

Or, you can contact NHS Direct. Visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk), go to NHS Direct Interactive on digital satellite TV, or call 0845 4647 and ask to speak to a health information adviser.

### For other healthcare information

- [www.nhs.uk](http://www.nhs.uk) for an electronic copy of this booklet, to compare individual hospitals, and other NHS information.
- [www.healthspace.nhs.uk](http://www.healthspace.nhs.uk) for a secure place on the internet where you can store all your personal health information.
- [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk) for information on the electronic booking system that GPs may use to refer you for an outpatient appointment.
- [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk) for quality and performance information on hospitals from the independent regulator of healthcare.
- [www.patientopinion.org.uk](http://www.patientopinion.org.uk) , an independent website where you can find out what other patients are saying about local health services.

## How do your hospitals score?

The information given in the following tables shows how some hospitals are doing against selected measures of performance as well as ratings from patient surveys. The information for independent sector hospitals and for NHS Trusts is collected in different ways.

### What do the statistics say about Independent Sector hospitals?

These performance indicators were collected over six months, from October 2005 to March 2006.

#### Inpatient waiting times

This measures the length of time a patient waits to receive treatment if they need to be admitted to hospital. The target is six months from the time a consultant decided hospital treatment was necessary to the time of receiving treatment.

#### Outpatient waiting times

This measures the length of time a patient waits for an

appointment following a referral from their GP. The target is 13 weeks from the time the hospital receives the letter.

#### Cancelled operations

This measures the number of operations which had to be cancelled for non-clinical reasons (i.e. equipment out of action, no bed available or staff away).

#### MRSA infection

This indicator closely monitors the number of MRSA blood infections recorded. NHS patients treated at a hospital or treatment centre managed by the independent sector, are tested for MRSA prior to commencing treatment. This significantly helps reduce the risk of passing MRSA to other patients being treated at the hospital.

### What do patients say about Independent Sector hospitals?

The Independent Sector hospitals and treatment centres each conduct Patient Satisfaction Surveys.



The following indicators are based on the responses to these surveys.

### **Clinical relationships**

Patients treated at the hospital are asked to comment on the way they felt they were treated by the nursing staff and doctors.

### **Hospital cleanliness**

This asks patients to comment on whether they found the hospital wards and toilets to be clean. Patients are also asked to express an overall view on the cleanliness of the hospital.

### **Warm, friendly place to be**

Patients are asked to comment on whether they felt welcomed to the hospital, whether the environment was pleasant, friendly and warm and whether the care they received helped them to feel comfortable.

### **Overall patient satisfaction**

This indicates patients' overall impressions about the treatment and care they received at the hospital.

## What do the statistics say about NHS hospitals?

The measures cover the year ending 31st March 2006.

### Inpatient waiting times

This measures the length of time a patient waits to receive treatment if they need to be admitted to hospital. The target is six months from the time a consultant decided hospital treatment was necessary to the time of receiving treatment.

### Outpatient waiting times

This measures the length of time a patient waits for an appointment following a referral from their GP. The target is 13 weeks from the time the hospital receives the letter.

### Cancelled operations

This measures the number of operations which had to be cancelled for non-clinical reasons (i.e. equipment out of action, no bed available or staff away) and for which a new date was not offered within 28 days of the original date.

### MRSA infection

This measures the number of MRSA blood infections recorded and whether the hospital reduced the rates compared with the previous year in line with the planned number of reductions.

## What do patients say about NHS hospitals?

A national survey of patients receiving treatment at NHS Trusts was conducted in 2005. The columns include results from questions that asked about:

### Building closer relationships

Patients were asked whether they could understand the answers which doctors and nurses gave them to their questions and whether they felt that a doctor or nurse talked in front of them as if they weren't there.

### Clean, comfortable, friendly place to be

This survey asked whether patients felt bothered by noise at night, their opinion on how clean the room or ward was, how they

rated the food, whether they were given enough privacy when being examined, whether they felt enough was done to control their pain and whether they were treated with dignity and respect.

### **Safe, high-quality, co-ordinated care**

Patients were asked whether they felt they were given conflicting information from staff, how long it took to be discharged and whether they were given advice about any possible problems to watch out for when they went home.

### **Better information, more choice**

This survey asked patients whether they felt they were involved as much as they wanted to be in decisions about their care and treatment, if staff explained about the medicines they were to take at home in a way they understood and if they were told about the possible side effects of that medication.



	Performance information				Patients' views			
	Inpatient waiting times	Outpatient waiting times	Cancelled operations	MRSA	Building closer relationships	Clean, comfortable, friendly place to be	Safe, high-quality, coordinated care	Better information, more choice
City Hospitals Sunderland NHS Foundation Trust <a href="#">page 7</a>	3	3	3	3	2	2	2	3
County Durham and Darlington Acute Hospitals NHS Trust <a href="#">page 10</a>	3	3	2	2	2	3	3	3
Gateshead Health NHS Foundation Trust <a href="#">page 13</a>	3	3	1	3	2	2	3	3
Leeds Teaching Hospitals NHS Trust <a href="#">page 14</a>	2	2	1	3	2	2	2	2
Middlesbrough PCT <a href="#">page 17</a>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Tees and Hartlepool NHS Trust <a href="#">page 18</a>	3	3	2	1	2	2	3	3
Scarborough and North East Yorkshire Healthcare NHS Trust <a href="#">page 20</a>	3	3	1	3	2	2	1	2
South Tees Hospitals NHS Trust <a href="#">page 22</a>	3	3	1	2	3	3	2	2
The Newcastle upon Tyne Hospitals NHS Foundation Trust <a href="#">page 24</a>	3	3	2	3	3	3	3	3
York Hospitals NHS Trust <a href="#">page 27</a>	3	3	3	3	2	2	2	2

For full details of how the scores were calculated please go to [www.nhs.uk/documents/choice/indicators.pdf](http://www.nhs.uk/documents/choice/indicators.pdf)

Notes page:

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**For confidential support with choosing your hospital,  
contact:**

Patient Advice and Liaison Service  
Middlesbrough PCT  
High Force Road  
Riverside Park  
Middlesbrough  
TS2 1RH

Tel: 0845 045 0620  
Website: [www.middlesbroughpct.nhs.uk](http://www.middlesbroughpct.nhs.uk)

### **Other formats**

You can get this booklet in other formats (for example, in other languages, on audio tape, in Braille, in British Sign Language, in easy-to-read print and in large print). Please contact your GP practice team for a printed copy. For an electronic copy, please go to [www.nhs.uk](http://www.nhs.uk)

The general information in this booklet has gained Plain English Campaign's Crystal Mark for clarity, meaning that it is as easy to read as possible.

Please note that the information was correct at the time of printing.

276033/085

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