

North East Drive Mobility



Patient information leaflet



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Introduction

This leaflet provides you with information about the service. If you are not sure about anything in this leaflet please ask a member of staff. For further information and frequently asked questions, please visit our website www.cntw.nhs.uk/mobility or telephone 0191 287 5090.

What is North East Drive Mobility?

North East Drive Mobility helps people to retain or regain independence as drivers and passengers. We provide independent assessment and advice to people with a medical condition, or disability, which may affect their ability to drive, or use a vehicle as a passenger.

We also offer drivers advice on getting in and out of their vehicle, and wheelchair stowage if necessary. Also we can provide specialist driving tuition to people after their driving assessment.

Where are the services?

Our main Centre is based at Walkergate Park, Centre for Neuro-rehabilitation and Neuro-psychiatry, Newcastle upon Tyne.

We also have two outreach Centres (Cumbria and Tees Valley) based in in Carlisle and Stockton-on-Tees.

Who is it for?

Experienced and learner drivers, or provisional licence holders who have not yet started to learn to drive. Advice and assessment is also offered to people of all ages with mobility difficulties on travelling safely in a vehicle as a passenger.

What do we offer?

- Assessment of driving ability



At Newcastle upon Tyne this takes place on our purpose-built driving track and at our Carlisle and Stockton-on-Tees Centres this take place on quiet road areas. The assessment will also involve, if appropriate, driving on the public highway in a variety of road and traffic situations.

- Advice on vehicle adaptations
- Specialist driving tuition
- Assessment of a person's needs as a passenger in a vehicle
- Advice on getting in and out of a vehicle, and wheelchair stowage
- Information and advice service
- Advice on possible alternatives to using a car; our Regional Transport Hub offers free advice and support to explore what travel options are available to you in your local area and beyond. This may include information on accessing public transport, information on accessible transport, or help to improve your confidence to travel.

Is there a charge?

No, the service is free of charge to the person attending for assessment.

What happens when I attend my first appointment for driving assessment?

We understand that you may be anxious when you attend your assessment. Staff are supportive and are very experienced at putting people at ease.

When you attend for assessment you will meet with the Mobility Clinician and Driving Adviser. You can discuss any queries you may have. The Assessment Team will consider all aspects of your driving, including:

- medical fitness
- vision
- awareness
- reactions and decision making
- physical ability to operate vehicle controls

An in car assessment will be carried out on the driving track area or quiet road areas and where appropriate, on the public highway in a variety of road and traffic situations.

North East Drive Mobility has a number of vehicles with a range of adaptations used for assessment. All our vehicles are dual controlled and insured for the purpose of assessment.

Recommendations are based on detailed evidence of the driving assessment process. Every effort is made to enable people to retain or regain their independence as a driver. Although we will try to find ways for you to be able to drive safely, there is a possibility, in the interests of road safety, that the assessment team may recommend that you should not drive.

What happens next?

Recommendations will be discussed with you on the day of your assessment, and a follow up written report will be sent to you. In some cases we may ask you to return for a follow up review assessment, usually following a period of tuition with a new method of control, or if there are changes in your health condition.

How do I access the service?

An appointment is needed for assessment; you can self refer by contacting us directly, or you may be referred by your doctor, therapist, or other agencies such as Motability or the DVLA.

What if I am referred by the Medical Adviser, DVLA (Driver and Vehicle Licensing Agency)?

If you are referred by the Medical Adviser at the DVLA, the assessment team will advise you of their recommendations verbally on the day of your assessment. The written report will be sent directly to the Medical Adviser, DVLA, to be considered as part of their medical fitness to drive enquiries. The DVLA will then communicate further with you regarding their licensing decision.

Further information

Further information is also available via Driving Mobility website www.drivingmobility.org.uk

Travel information

Contact Nexus Traveline Telephone: 0871 200 22 33
Website: www.traveline.info/

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department on 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available from staff.

Contact details

All contact for our services at Newcastle upon Tyne, Carlisle and Stockton-on-Tees should be made to our main Centre at Newcastle upon Tyne by telephone, email, or in writing:

North East Drive Mobility
Walkergate Park
Centre for Neuro-rehabilitation and Neuro-psychiatry
Benfield Road, Newcastle upon Tyne, NE6 4QD

Telephone: 0191 287 5090

Email: northeast.drivemobility@cntw.nhs.uk

For information on our Transport Hub, please contact the Regional Transport Hub Co-ordinator on 0191 287 5090

Email: transporthub@cntw.nhs.uk

Please note that information sent to the Trust via email is sent at your own risk.

Website: www.cntw.nhs.uk/mobility



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre

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