



Help and advice



This leaflet is about our
Help and Advice Service (HAAS).



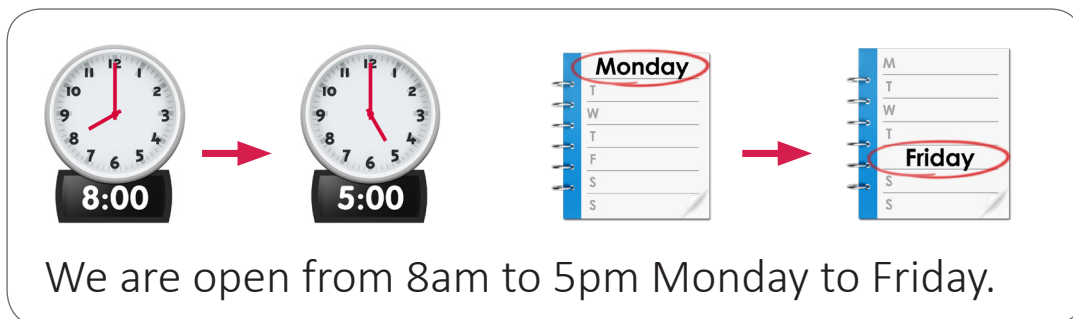
If you are worried, upset or angry about your hospital treatment we will help you.

You can visit our office.

You do not need to make an appointment to see us.



The Help and Advice Service office is on B Floor at Sunderland Royal Hospital. We are opposite the lifts.

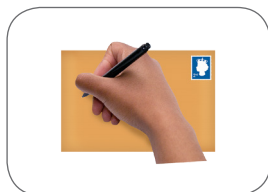


We are open from 8am to 5pm Monday to Friday.

You can also contact us by phone, email or letter.



0800 587 6513 or 0191 5699855
You can leave a message outside our working hours and we will phone you back.



Help and Advice Service, B Floor, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP.



Helpandadvice@chsft.nhs.uk

How we can help you.

We will listen to you.



We will help to sort out any problems you have. We will try to get answers to your questions.

We can come with you when you talk to people about your treatment.



We can help you to talk to doctors, nurses and other people who may be able to answer your questions.

We will keep your information private.



We will only tell other people what you want us to tell them.

Useful websites.

City Hospitals Sunderland NHS Foundation Trust website.



www.chsft.nhs.uk

Sunderland Action for Health Easy Read website.



www.sunderlandactionforhealth.co.uk

Credits

This factsheet was developed for Sunderland Clinical Commissioning Group by The Learning Disability Liaison Nurse Team and Help & Advice Service based at City Hospitals Sunderland.

Designed by The Clear Communication People Ltd.using Photosymbols and other stock photography.


Sunderland
Clinical Commissioning Group

With thanks to City Hospitals Sunderland NHS Foundation Trust.

City Hospitals Sunderland 
NHS Foundation Trust

About Easy Read information

Easy Read information using larger print, easy words and pictures to make information easier to understand. Easy read is a summary of the key points. Whilst it is useful to help people understand complex subjects it should not be relied upon solely in the process of supporting people to make decisions about their health care and treatment.

This factsheet can be downloaded free of charge from: www.sunderlandactionforhealth.co.uk