

North East Drive Mobility

Information Leaflet

Shining a light on the future



Introduction

The aim of this leaflet is to provide you with information about the service. If you are not sure about anything in this leaflet please ask a member of staff.

What is North East Drive Mobility?

North East Drive Mobility is based at Walkergate Park, Centre for Neuro-rehabilitation and Neuro-psychiatry, Newcastle upon Tyne.

The service 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.

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: this takes place on our purpose-built driving track, as well as on the public highway



Driving Track, North East Drive Mobility

- Advice on vehicle adaptations
- Advice on getting in and out of a vehicle, and wheelchair stowage
- Specialist driving tuition
- Information and advice service, including advice on possible alternatives to using a car, for example, community transport services

Is there a charge?

There is no cost for an assessment if you refer yourself, or are referred by your doctor or health professional.

What happens when I attend my first appointment?

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 North East Drive Mobility 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, and where appropriate, on public roads.

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. However, in the interests of road safety, this may also mean that for some people, driving is no longer recommended.

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.

How do I access the service?

You can refer yourself or be referred by your doctor, therapist, DVLA, Motability, or other agencies. North East Drive Mobility can be contacted by telephone, email, or in writing.

For further information please contact North East Drive Mobility or visit the Forum of Mobility Centres' website www.mobility-centres.org.uk

Travel information

Contact Nexus Traveline Tel: 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
- complete a feedback card, available on wards. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these. Your feedback allows us to monitor the quality of our services and act upon issues that you or your carers bring to our attention.
- ask a member of staff for a feedback form, or complete on the Trust website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6679

Contact details

North East Drive Mobility
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Centre for Neuro-rehabilitation and
Neuro-psychiatry
Benfield Road
Newcastle upon Tyne
NE6 4QD
Tel: 0191 287 5090

Email: northeast.drivemobility@ntw.nhs.uk

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

Website: www.ntw.nhs.uk/mobility

Further information about the content or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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