Information NOW
Information for people in Newcastle upon Tyne

The Patients Association

The Patients Association has a national telephone and email helpline for anyone trying to navigate health and care systems in the UK. The helpline service is free and confidential. They provide guidance and signposting on how to:

- access treatments
- get a second opinion on your health condition or diagnosis
- make a complaint
- understand social care
- get your voice heard as a patient rights and responsibilities
- change your GP or dentist
- see your medical records
- speak to other organisations to help you if needed

Someone can call you back if you contact them outside of their helpline hours. Please leave a message. More information and guidance is available on their website.

Please note their staff are not medically trained and cannot give medical or legal advice.

Last updated: June 12, 2024

Website: www.patients-association.org.uk

Helpline: 0800 345 7115

free phone
Email: helpline@patients-association.org.uk

Twitter: https://twitter.com/PatientsAssoc

Facebook: https://www.facebook.com/thepatientsassociation/

Youtube: https://www.youtube.com/user/PatientsAssociation

Opening Hours: Helpline open Monday to Friday 9.30am to 5pm
Calls outside these times will be dealt with as soon as possible. Please leave a message with your telephone number.

Cost: Free

Address:
P Block
Northwick Park Hospital, The North West Hospitals NHS Trust
Watford Road
Harrow, Middlesex
HA1 3UJ

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