

Neurology

Neurosciences Treatment Unit (NTU)

Information for patients, relatives and carers

Introduction

This leaflet provides information for day case patients visiting the Neurosciences Treatment Unit (NTU) at Charing Cross Hospital.

What is the NTU?

The NTU is an acute neurosciences day unit specialising in investigating, diagnosing and treating conditions that affect the brain, spinal cord and nerves. We also have a dedicated multiple sclerosis (MS) infusion suite where patients can receive disease modifying intravenous medications.

About your visit

- We are located on the 5th floor of the South wing at Charing Cross Hospital. Our operating hours are between 7.30am and 8.00pm Monday to Friday. The unit is currently closed overnight and at weekends.
- We operate a patient booking system to ensure that we can see as many patients as possible at each session. Please arrive on time for your appointment.
- If you are running late for your appointment, please phone the NTU to let us know. If you are more than 30 minutes late for your booking, we may have to reschedule you to another appointment time. This could be later the same day or booked for another day, depending on appointment availability.
- Please note that we do not accept walk-in appointments. This is because we have a carefully structured booking system which accounts for the number of patients requiring treatment, staffing levels, and the timings of each booking. If you feel that you need to be seen urgently, please phone the NTU team **before attending** to see if there is an available slot that day.
- We kindly ask that if you are accompanied by a visitor, that they wait outside the unit whilst you are being seen as we have limited space in the consulting rooms. If you have a carer who needs to be with you for your booking, please let the NTU team know ahead of your appointment time to ensure space is available.
- If you need any assistance during your visit the nurse on duty will be more than happy to help you. They can escalate your concerns to the lead nurse if needed.

How to contact us

You can contact the Neuroscience Treatment Unit on **020 3311 1908**.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday).

You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: 020 3312 1337 / 1349

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk