

Patients' Representative Service at Queen's Medical Centre & Nottingham City Hospital

Do you need more support in hospital?

Advocacy

Philippa Rogers & Kutemba Sondwapo
t 0115 697 6308
(please leave a voicemail)
e: patrep-service-nuh@ageuknotts.org.uk
www.ageuknotts.org.uk



Patients' Representative Service

What is the Patients' Representative Service?

The Patients' Representative Service offers support, advocacy, representation and information to older patients and their carers whilst on the Health Care of Older People (HCOP) wards at Queen's Medical Centre and Nottingham City Hospital.

We can help if

You need extra support during your hospital stay or you are a carer who needs to speak to someone independent. If so, please contact your Patients' Representative.

At times, we all need support and representation, someone to be our voice. We all need someone who will listen.

What the service provides

- You are worried about an aspect of your hospital stay
- You want someone independent to speak on your behalf
- You need support during a time of crisis
- Someone to discuss a difficult decision with
- If you need general information or possible access to other services
- If you are worried or concerned, talk to us we are here to help

What extra support do we offer?

- Information on financial matters and benefits
- Information on health and social care
- Details on services available in the community once discharged, such as befriending services, social groups and other support services
- Assistance in referring and signposting to any appropriate services

“Thank you. I’m very grateful for your service which has helped me to tie together some links of information. I feel far more able to speak openly to the ward about things that worry me”

Who is this service for?

Older people and their carers

Which area does this service cover?

HCOP wards

Queen's Medical Centre:

B47, B48, B49, C51, C54, D57, D58

Nottingham City Hospital:

Bestwood, Beeston, Jenner

Where is this service delivered?

- In person via one-to-one sessions
- Over the telephone
- Via Microsoft Teams, Zoom or email



“Thank you for all of your help and support... I hope you understand my appreciation during such a difficult and stressful time.”

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact:

Philippa Rogers & Kutemba Sondwapo

m : 0115 697 6308 (please leave a voicemail)

e patrepservice-nuh@ageuknotts.org.uk

The Patients' Representative is located at Ward D57, top floor, South Block,

t 0115 919 4880 - Please note that this is a voicemail service - leave your details and a member of the team will get back to you as soon as possible.

e residentsrep@ageuknotts.org.uk

For more information on any of our services, please contact us:

Age UK Nottingham & Nottinghamshire

The Lifestyle Centre, 16 - 18 Bridgeway Centre, Nottingham NG2 2JD.

Call 0115 844 0011 or visit us at www.ageuknotts.org.uk

Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.



Everything we do, we do to make a positive difference to everybody that we interact with.

We show integrity and treat each other with respect, kindness, and compassion, celebrating our differences and our diverse community.

For more information on any of our services, please contact us:

Age UK Nottingham & Nottinghamshire

The Lifestyle Centre

16-18 Bridgeway Centre

Nottingham

NG2 2JD



0115 844 0011



info@ageuknotts.org.uk



www.ageuknotts.org.uk



www.ageuk.org.uk/notts/get-involved/donate/

Follow us on social media:



Age UK Nottingham & Nottinghamshire is a registered charity (registered charity number 1067881) and a company limited by guarantee registered in England and Wales (registered company number 3455485).

Registered office: The Sybil Levin Centre, 577a Nuthall Rd, Nottingham NG8 6AD.

Date of publication Feb 2026 V1.2 Age UK Nottingham & Nottinghamshire

