

Specialist Services

Sensory Support Team

The Sensory Support Team based within Health, Housing and Adult Services provide a range of rehabilitation – re-ablement support services to adults who have a visual or hearing impairment. Following an examination by a Consultant Ophthalmologist, an individual may become included on the Registers in either the categories "Sight Impaired – Partially Sighted" or "Severely Sight Impaired – Blind". The Sensory Support Team has a responsibility for maintaining these registers and such registration will result in the offer of support.

The Sensory Support Team is available to offer support and assistance to parents, carers of children with either a visual or hearing impairment

Families can get more information by contacting the Sensory Support Team, Reablement Services, Independent Living Centre, Claymere Road, Leechmere Industrial Estate, Sunderland, SR2 9TS Telephone: 0191 520 5552

Children's Sensory Team

The Children's Sensory Team work with children and young people from birth until the time they leave school. The team work with children and young people in their homes, nurseries and schools giving advice to parents and staff of the child's difficulties, encouraging development and how best to include the child in the education system. Children can only be referred to the team if they attend the Audiology or Ear, Nose and Throat department for hearing difficulties and/or a hospital orthoptic clinic for visual difficulties. Written permission is needed from the child's parents before a child is seen.

For more information contact the Children's Sensory Team, c/o Sunningdale School, Shaftoe Road, Sunderland SR3 4HA. For enquiries involving children with visual difficulties Telephone: 0191 553 5701, Fax: 0191 553 5705. For enquiries involving children with hearing difficulties; Telephone: 0191 553 5701, Fax: (0191) 553 5705. Tynetalk: 18002 0191553 5961.

Early Support

Early Support is a Government led initiative that supports the development of effective, well co-ordinated multi-agency support services for disabled children and their families. This enables families to be partners and to have a say in how services are delivered. Families of young children who live within the Sunderland area can ask any professional involved with their child if they wish to have a Family Service Plan/ Team around the Child meeting. At the meeting a support plan will be developed which will outline the professionals who can help to meet the family's needs. Early Support also produced a range of parent information materials, including information about certain conditions as well as information about education, social care and health. The materials are free of charge and are available from family Health Visitors or can be downloaded directly from the Department of Education website:

www.education.gov.uk/childrenandyoungpeople/sen/earllysupport. For more information please see your Health Visitor or contact the Specialist Health Visitor for Children and Young People with Additional Needs, Houghton Health Centre, Church Street, Houghton-le-Spring, DH4 4DN. Telephone: 0191 502 5700.

Portage Service

Portage is a home visiting educational service for pre-school children with additional needs and their families. The aim of Portage is to support the development of a young child's play, communication and relationships in day-to-day life. The Portage home visitors come from a wide range of professional backgrounds including teachers and nursery nurses and are based in a variety of community settings including Sunningdale School, Children's Centres and Health Centres. Any parent or professional working with the family can make a referral via a CAF (Common Assessment Framework). All referrals are discussed by the multi-agency Portage Panel, which meets monthly.

For more information contact Sunningdale School, Shaftoe Road, Sunderland SR3 4HA. Telephone: 0191 553 5716, Fax: 0191 553 5882.

Language and Learning Team

The Language & Learning Partnership is based at and managed by Sunningdale School. It includes The Language and Learning Specialist Support Team and Speech and Language Therapy Complex Language and Learning Team. The purpose of the Partnership is to provide an effective and efficient service, city wide, for pupils with language and learning difficulties that will impact on future achievements and standards for pupils. Staff will provide advice and support for staff for individual children or INSET for staff groups. Referrals for support for individual pupils should be made by schools through a CAF (Common Assessment Framework) and include the additional ISRP sheet. Requests for INSET should be made direct to the Team. Language & Learning Team is based at Sunningdale School, Shaftoe Road, Sunderland SR3 4HA. Telephone: 0191 553 5972, Fax: 0191 553 5705.

Support to access childcare

Funding is available to support disabled children and children with additional needs aged 0-18 years to access mainstream childcare. Funding includes bursary funding to provide additional staffing, training, provide duplicate specialist equipment for use in childcare provision or transport. For more details contact Children's Services Childcare Development Lead, Hetton Centre, Welfare Road, Hetton le Hole, DH5 9NE. Telephone 0191 561 6629

Commissioned childcare

This is free childcare for families assessed as meeting the criteria. It provides childcare and transition support for children aged 0-3 years who are subject of a child protection plan or have an active Social Work case. The places are long term until the child accesses nursery education. For more details or to discuss a referral contact your Health Visitor or other professional involved with your family.

Special Educational Needs (SEN) and Accessibility Team

The SEN and Accessibility Team carries out the SEN (Special Educational Needs) statutory functions of the local authority. The team:

- delivers the council's statutory responsibilities for SEN (Special Educational Needs) in relation to the statutory guidance contained in the SEN Code of Practice and SEN Regulations 2001 and 2006
- manages and administers the statutory assessment of children & young people with SEN
- arrange placement and provision for pupils, with appropriate resources, in line with their Statements of SEN
- co-ordinate annual review of statements of SEN with schools and make amendments to statements as appropriate following a review
- manages the process of parental appeals to the First-tier Tribunal (Special Educational Needs & Disability) and represent the Local Authority at appeal hearings
- delivers safe, efficient and effective home to school transport for eligible pupils and administer the process for issuing free travel to school passes
- promote and increase accessibility cross the city in accordance with Equality Act 2010 ensuring all schools are supported and are aware of their statutory responsibilities
- provides information, advice and guidance to parents, carers and schools and other key partners on the full range of statutory SEN processes and legislation

For further information on SEN and Accessibility please contact SEN & Accessibility Team on 0191 5205553 or Email: sen@sunderland.gov.uk

For further information on Home to School Transport telephone 0191 561 2284 or Email sen@sunderland.gov.uk

The SEN & Accessibility Team are based at Sunderland Customer Service Centre, Bunny Hill, Hylton Lane, Sunderland, SR5 4BW.

Educational Psychology Service

Educational Psychologists are graduate psychologists with additional postgraduate training. Many are also trained and experienced teachers who have worked in schools. They advise the Local Authority on children and young people with special and additional educational needs and other vulnerabilities. For children and young people undergoing a Formal Statutory Assessment of Special Educational Needs (SEN), an Educational Psychologist will provide an in depth assessment and set of recommendations. When a child or young person has a Statement of SEN and a revision or amendment of the Statement is required by the SEN Unit, an Educational Psychologist will provide further assessment and advice. When an education nursery or school has agreed to purchase services from the Local Authority, Educational Psychologists from the Sunderland Service help and advise schools and parents/carers on programmes, strategies and resources to support pupils with a wide range of needs. Requests for Educational Psychology involvement require the consent of the parent or carer and can be made by the nursery or school or any agency involved with the child. Requests can be made either directly to the Service or through the Locality CAF Panel. Other than the work relating to Formal Statutory Assessment of Statement Review, Educational Psychology involvement requires the agreement by the nursery or school to purchase the service. For further information contact Educational Psychology via email: educationalpsychology@sunderland.gov.uk Direct requests can be made to Educational Psychology Support, Admin and PA Support Team, Commercial & Corporate Services Directorate, Room 3.71, Third Floor, Civic Centre, Burdon Road, Sunderland SR2 7DN Telephone 0191 561 2225 CAF requests can be made to CAF Business Support, Admin and PA Support Team, Commercial & Corporate Services Directorate, Room 3.71, Third Floor, Civic Centre, Burdon Road, Sunderland SR2 7DN Telephone 0191 561 2225

Specialist Support Team for children with Physical/Medical Needs

The Specialist Support Team will accept referrals from all agencies involved in the education and care of children and young people with physical or medical needs where their diagnosed condition significantly affects their functioning and ability to carry out physical or learning tasks independently. Most referrals are now received via Common Assessment Framework (CAF), Paediatrician, Speech and Language Therapist or Physiotherapist. Nurseries and schools should initially contact the team via email or telephone to discuss any child or young person who they feel may benefit from the team's intervention. Parents should discuss referral. For further information contact Specialist Support Team, Oxclose Community School, Dilston Close, Oxclose, Washington NE38 0LN. Telephone: 0191 419 5127.

Autism Outreach Team

The Autism Outreach Team (AOT) is a multi disciplinary team based at Columbia Grange School, comprising of professionals from education, health and social care. These professionals include specialist support teachers, educational psychologist, speech and language therapists, and paediatricians. The AOT supports pupils attending mainstream provisions with a diagnosis or possible diagnosis of ASD, by the delivery of quality outreach services and training in the field of ASD, so that wherever possible, pupils can successfully attend their local mainstream school. The AOT offers: assessment of pupils needs; involvement in the diagnostic process; advice on strategies; individual pupil targets; Code of Practice Reviews; consultation with parents/carers; consultation with staff in schools; consultation with multi agency professionals; group work; transition work; training for professionals and parents. For more information contact Autism Outreach Team, Columbia Grange School, Oxclose Road, Washington NE38 7NY. Telephone: 0191 219 3860.

Ethnic Minority and Traveller Achievement Service (EMTAS)

EMTAS provides support to schools with minority ethnic and traveller pupils. The service operates by teaching the English language to pupils new to English (EAL) and giving advice and help to their families. It monitors attainment and suggest strategies for improving pupils' attainment where necessary. It also provides guidance, resources and training to staff in schools and the non-statutory and voluntary sectors on a wide range of EAL, travelling and cultural issues. Outreach tuition is provided by way of distance learning packs and internet connection to support travelling families. The Traveller Education Support Service is part of Sunderland Virtual School. It aims to support the needs of traveller children and their schools in promoting inclusion, participation and improvement in attainment in their school. Continuity and progression involves targeted learning support and the provision of education packages for pupils when travelling. For more information about Ethnic Minority Support you can contact the relevant advisor:

Primary Advisor – Rasheda Khatun, Telephone 07557893775

Secondary Advisor – Ann Harris, Telephone 07557893777

For more information about Traveller Education Support contact Dawn Shearsmith, Headteacher, Sunderland Virtual School, Telephone 0191 553 5776 or Email dawn.shearsmith@sunderland.gov.uk

Home & Hospital Tuition Team

All children and young people with medical needs should have their educational needs identified quickly and receive the appropriate support they require as soon as possible. Provision will be flexible and sensitive to the changing needs of pupils. The primary aim of the Home and Hospital Team practice is to minimise, as far as possible, the interruption and disruption to a child's education caused by their medical condition and continue to have access to as much education as their medical condition allows so that they are able to maintain the continuity of their education. This policy covers all pupils whose home is in Sunderland who are of compulsory school age, on the roll of a Local Authority maintained school and are unable to attend school for more than 15 days due to medical illness or in hospital for more than 5 days. For further information contact the Home and Hospital Tuition Service, Tel: 0191 5535712/0191 5535770

The Neurodisability Team

This consultant-led specialist team manages children and young people with a range of established and potential disabilities, usually referred on from consultants, GPs, other doctors, health visitors or therapists. Children and young people may be seen in a range of settings including children's outpatient department, special school clinic, on the children's wards and sometimes at home. The service offers diagnostic assessment, support and ongoing management, linking closely with others in health, education, children's services and voluntary agencies as appropriate to the individual's needs. Specialist palliative care is offered for children and young people with life limiting conditions. For more information contact: Paediatric Department, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP. Telephone: 0191 565 6256 extension 42486.

Specialist Health Practitioner for Children and Young People with Additional Support Needs

The Specialist Health Practitioner for Children and Young People with Additional Support Needs works with children from 0-19 years. She is an experienced Health Visitor who has specialist knowledge about children's health and development, disability issues, Early Support, and local services. She uses specialist knowledge and skills to help children, young people and those involved in their care to enable them to achieve their maximum potential. For more information contact Houghton Health Centre, Church Street, Houghton le Spring, DH4 4DN. Telephone: 0191 5842154. Email: diane.watson@sotw.nhs.uk

Community Children's Nursing Team

This is a team of specialist children's community nurses and nursery nurses, specialising in the areas of endocrinology, the care of children with complex medical needs, diabetes, epilepsy, gastroenterology and cystic fibrosis. They assess the needs and develop programmes of care to facilitate and co-ordinate effective home care management for children/young people and their families. They also offer home support, education and training for parents around care, and carry out school visits. Referrals to the Team are made by a hospital consultant. They can be contacted at Niall Quinn Children's Centre, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP. Telephone: 0191 565 6256 extension 41236.

Community Child and Adolescent Mental Health Service (CAMHS) – including Early Years Mental Service and Community CAMHS Counselling

The Community Child and Adolescent Mental Health Service (Community CAMHS) is a preventative and early intervention mental health service for children and young people aged from birth up to their eighteenth birthday, and their families, provided by South Tyneside NHS Foundation Trust. It is a multidisciplinary service and includes staff from nursing, teaching, counselling and other therapeutic backgrounds. It offers short term intervention to individuals, families and groups who are affected by mild to moderate mental health difficulties. It is located in a number of community bases throughout Sunderland and Washington, has three main locality teams, as well as workers based within Maplewood School. It also has a small team of early years workers who focus on the birth to 5 age range and are located within each Children's Centre cluster area throughout the city. The service is accessed via the CAF (Common Assessment Framework) referral system through health practitioners, social workers, voluntary sector services and also by schools. The service is also accessed via referrals from General Practitioners (GPs). They also offer training, consultation and support to other children and young people service workers to enable them to have a positive impact on the mental health of the children and young people they work with. For further information please see the website at www.sunderlandcommunitycamhs.nhs.uk [Tel:0191 5141622](tel:01915141622) / 0191 5100654

The South of Tyne and Wear Children and Young People's Service

The Children and Young People's Service provides a single service to all children and young people aged 0-18 years living in Sunderland, Gateshead and South Tyneside who present with mental health difficulties. This includes children and young people who may have learning difficulties and those living in a range of difficult and challenging circumstances. The service is able to provide:
Assessment, diagnosis and intervention on a range of mental health difficulties
Intensive response and home-based treatment for those children and young people whose mental health is causing significant concern

An intensive Eating Disorder Service to support children and young people on the eating disorder pathway who are at risk of an inpatient admission

- a comprehensive transition support package to those young people who are approaching their 18th birthday and may need continuing support as adults
- 24 hour access to support via a single point of access
- training, consultation, support and advice to front line staff working in targeted services for children and young people in special circumstances
- The service standard operating hours are from 8am to 8pm Monday to Friday and on weekends if required. There is an intensive crisis and home based treatment service that operated until 10pm and from 10am to 6pm on weekends and bank holidays, with access to clinical triage and an on call psychiatrist outside of these hours. The criteria for acceptance are:
- the child or young person must be within the age range 0-18 years

- they must either be presenting with some degree of psychological distress or mental health difficulty OR be a child in special circumstances whereby advice, consultation, support is being sought
- they must have been seen by the referrer who will undertake an assessment of need prior to referral
- they must have given informed consent to the referral being made
- where there is an appropriate first level intervention this should have been attempted and the outcome included in the referral

Anyone wishing to have a discussion about a case prior to referral can contact the helpline for advice, information or support. Referrals will be accepted from any professional working with a child, young person or their family and self referrals can also be made. Referrals are accepted by letter, fax or telephone to Monkwearmouth Hospital, Newcastle Road, Sunderland, Tyne & Wear SR5 1NB. Telephone 0191 566 5500, Fax 0191 566 5534 or email NTAWNT.SOTCyps@nhs.net

Physiotherapy

Physiotherapists provide assessment, advice and therapy to children aged 0-19 who have postural, movement, musculo-skeletal and co-ordination difficulties. on-going care and therapy is provided to promote development, function and activity. Children can be seen within the physiotherapy department at the Children's Centre, in their home environment, at the Child Development Unit, Nursery Settings, or within either special or mainstream schools. Hydrotherapy can also be offered when appropriate. Physiotherapists can attend consultant, orthotic and wheelchair clinics. There is also close liaison with other health care professionals and external agencies involved in the care of the child. Children can be referred to the Paediatric Physiotherapy Service by either a consultant or their GP.

For more information contact: Physiotherapy Department, Children's Centre, Durham Road, Sunderland SR3 4AF. Telephone: 0191 565 6256 extension 49123.

Speech and Language Therapy

Speech and Language Therapy offer assessment for infants, children and young people referred who may have speech, language, communication and/or eating, drinking and swallowing needs. Difficulties may arise from disordered/severely delayed development of communication, language, speech, voice or fluency. Where input is needed we may work with a child and/or their parents, provide specific advice and support to nursery/school staff or other professionals to achieve agreed outcomes. We use a 'Total Communication' approach including Augmentative and Alternative Communication (AAC). They aim to be child and family focused working in close liaison with other professionals and in multidisciplinary teams. They work in the community, nurseries, schools, homes and hospital. There is an open referral system and forms are available from the address below. However, medical involvement is recommended for eating/swallowing problems.

For more information contact: Speech and Language Therapy Department, Children's Centre, Durham Road, Sunderland SR3 4AF. Telephone: 0191 569 9122 or 0191 565 6256 extension 49122.

Community Based Occupational Therapy and Wheelchair Service

Your child's assessment might involve an occupational therapist or a wheelchair assessor in order to promote independence and assist with practical management of disability issues.

Occupational therapists may recommend the provision of specialist equipment for your child, or alternatively you may be supported to access grant funding in order to make structural alterations to the family home. The Occupational Therapy Service will work with the Home Improvement Agency and Community Equipment Services in order to do this. Wheelchair assessors may recommend the provision of equipment that enables mobility whilst also making sure that your child's postural needs are cared for. Wheelchair assessors will work with a range of service providers, including Community Equipment Services and the Regional Rehabilitation Engineering Mobility Service in

order to do this. The community based Occupational Therapy and Wheelchair Service is available through the Health, Housing and Adult Services Directorate and is based at the Independent Living Centre (ILC), Leechmere. Referrals for small items of equipment can be made directly to the ILC, all referrals for major equipment need to be made through Services for Disabled Children. For further information contact: Independent Living Centre, Claymere Road, Leechmere Industrial Estate, Sunderland SR2 9TS. Telephone: 0191 566 2102/22103 Email: ILC@sunderland.gov.uk

Occupational Therapy

The Occupational Therapy outpatient service provides assessment and advice regarding fine and gross motor skills, coordination, sensory processing, visual perception, independence and functioning in all areas of daily living. This may include assessment and recommendations for equipment and environmental alterations in the home or school. The Occupational Therapy Orthopaedic inpatient service includes assessment for equipment and minor alterations to facilitate hospital discharge. Children may be seen within the home or hospital environment. For more information contact: Occupational Therapy Department, Entrance 8, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP. Telephone: 0191 565 6256 extension 42412.

Dietetic Services

The Paediatric Dietetic service provides assessment and advice for those children and young people with a variety of nutritional needs including those with feeding difficulties, overweight and obesity, food allergies, and gastro intestinal problems. Children and young people may be seen with their parents/carers on an individual basis or as part of a multidisciplinary clinic. The service is based at the hospital with appointments being offered in the Dietetic Out-Patient Department or the Niall Quinn Children's Centre. The dietetic service accepts referrals from a child's consultant or GP. For more information contact: Department for Nutrition and Dietetics, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP. Telephone: 0191 569 9013.

Children's Social Work Service

Children's Social Work Teams support and provide services to children and young people, who are assessed to be in need, including children and young people whose level of disability does not meet the criteria for the Children's Disability Service. They help children, young people, their families, carers and friends, by looking at their needs and planning services to support them in their own families in the community. Families can refer themselves or get more information about services by contacting the Initial Response Service at Cassaton House during office hours.

Initial Response Team, Cassaton House, 43-49 Fawcett Street, Sunderland SR1 1RR. Telephone: 0191 5205560, Fax: 0191 566 1501

Children's Disability Service

The Children's Disability Service only works with severely disabled children and young people up to the age of 18 who have:

- a substantial physical disability
- a severe communication difficulty (including Autistic Spectrum Disorder)
- a severe learning disability.

If you think you need help from Services for Disabled Children you will be offered an assessment. Assessment is the word used to describe how we look at your child's needs. This is an opportunity for you and your child to tell us about your circumstances and discuss your child's needs, your needs as a young person or your needs as a carer. The aim is to reach an agreement about what help you need and how this can be provided so your family can live as ordinary a family life as possible. Services for Disabled Children work very closely with all other agencies. Families can refer themselves, or get more information about services, by contacting a Duty Social Worker at the

Children's Disability Service during office hours at: Sandhill Centre, Grindon Lane, Sunderland SR3 7DN. Telephone: 0191 566 2190, Fax: 0191 566 2191 Email: child.disability@sunderland.gov.uk

Family Care & Support Services

Family Care & Support Services are a team of Quest, Family Care and Support and Leisure Link workers who undertake a wide range of tasks with children and young people and their families. This includes care tasks and support into leisure activities, either at home or in the community to enable the young people to engage in appropriate activities and for their families to have a break from caring. Support Services work in partnership with children and young people, their parents and or carers and with other professionals also working with them. Quest is a specialist service jointly funded by Northumberland, Tyne & Wear NHS Foundation Trust and Sunderland Children's Services. Quest works with children and young people with severe learning difficulties whose behaviour presents a severe challenge to families and services. Commissioning arrangements are also in place with a number of independent providers of support services where deemed appropriate. Families can refer themselves, or get more information about services, by contacting a Duty Social Worker at the Children's Disability Service during office hours at: Sandhill Centre, Grindon Lane, Sunderland SR3 7DN. Telephone: 0191 566 2190, Fax: 0191 566 2191 Email: child.disability@sunderland.gov.uk . Referrals can also be made through the CAF referral system.

Overnight Short Breaks - Seaview

A purpose built short break facility in Grangetown provides overnight short breaks for up to 7 young disabled people aged 8 to 18 at the same time. This enables them to have regular overnight stays away from home and participate in a wide range of activities with their peers. There is a leaflet called 'Sea View Road West, overnight Short Breaks Services for Disabled Children' which gives more information. Family based overnight short break care is available through Services for Looked After Children. This is a flexible service which provides children with positive experiences as well as giving the family a well earned break from caring. Children are linked to a specific carer who would also work in partnership with the child's parents. The foster carers are trained and supported in their role and receive a small allowance for the care of the child. Commissioning arrangements are also in place with independent providers of overnight short break services where appropriate. Tel: 0191 5532214

'Futures' a Person Centred Transitions Team

'Futures' is a Person Centred Transitions Team based within Health Housing and Adult Services but jointly funded with Children's Services in Sunderland. The overall aim of Futures is to facilitate a smooth transition for young people into adulthood using person centred tools. 'Futures' involve and engage with the person throughout the process using creative communication techniques. This helps to gather evidence of what is really important to the individual and their family at a time of great change. Futures help people to create a comprehensive transition plan that takes into account 6 key areas including; education, employment, social activities, friendships and relationships, health and housing. Futures help a young person to create a circle of support that includes everyone who needs to be involved in an individual's transition to make it successful and positive. The Futures team is made up of four facilitators, and two transitional healthcare co-ordinators. The inclusion of the healthcare co-ordinators in the team maintains health expertise and important links with professionals throughout transition. With facilitators dedicated to an individual and their family throughout their transition from the age of 14-25, the model is designed to provide the ongoing support that will help young people achieve a smooth transition into adulthood. Referrals for the Futures Team come from the Children's Disability Service. For more information contact: Futures Team on 0191 5205555 or Email: as.futures@sunderland.gov.uk

Complaints, compliments & comments

We welcome comments about the service we give because your views tell us a lot about the quality of what we do. Please tell us if you think we have done well, if you are unhappy and want to complain or if you just have a comment or suggestion. We listen to everything people say and take their comments seriously. Where we can, we use the information people give us to improve services. If you have a complaint or comment about the service please contact: Children's Services Complaints & Feedback Team, by post: Freepost, Complaints and Feedback, Civic Centre, Burdon Road, Sunderland, SR2 7DN, by telephone: 0191 561 1296 N.B. Complaints about anything related to your child at school should be directed in the first instance to the school staff you usually deal with.

Patient Advice and Liaison Service (PALS)

PALS focuses on improving the service to NHS patients, by offering advice and support to patients, families and carers, providing information about NHS services, listening to concerns, suggestions or queries, and helping to sort out problems quickly on your behalf. PALS act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations to negotiate immediate or prompt solutions. PALS can be contacted Monday to Friday 9am to 4pm on 0191 5667074 or email pals@ntw.nhs.uk

Sunderland Teaching Primary Care Trust

The first stage in making a complaint about a service you or your child have received is to talk to someone at the practice if you can. If you feel you cannot do this, or you are not satisfied with the outcome, you can follow the complaints procedure. You can find more information in a leaflet entitled 'Making a complaint about a GP, dentist, pharmacist or optician' available from Sunderland Teaching Primary Care Trust. **Address:** Pemberton House Colima Avenue, Sunderland SR5 3XB. Tel: 0191 5297000.