

Being diagnosed

Being diagnosed with a health condition or illness can be a worrying and uncertain time. Access to relevant and timely information is essential to ensure that you have all the necessary knowledge to make informed decisions about managing your condition and the possible treatment.

Shared Decision Making is a process that ensures individuals are supported to make decisions that are right for them. It is a collaborative process through which a clinician supports a patient to reach a decision about their treatment.

The conversation brings together:

- the clinician's expertise, such as treatment options, evidence, risks and benefits
- what the patient knows best: their preferences, personal circumstances, goals, values and beliefs.

Health Conditions and Illnesses

There are a number of conditions and illnesses which can be common in later life. Please see the list of related articles down the right hand side of this page. These articles provide further information on the common illnesses and conditions and organisations who will be able to provide you with support and advice.

Or for more information please visit the [Health Conditions and Illnesses section](#) of Information Now for a full list of common conditions

Other Useful Organisations

- [Patient Information Centre](#) has a range of easy to read [mental health self help guides](#) available to download for free.
- [Healthtalk.org](#)
- [NHS 111](#) is the new telephone service which has replaced NHS Direct. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.
- [NHS.UK](#) is a website providing health and medicines information and you can search for local services.

Please note – The content on this website is provided for general information only, and should not be treated as a substitute for the medical advice of your own doctor or any other health care professional. If you are feeling unwell, make an appointment to

see your GP or contact [NHS 111](#). In an emergency, dial **999**.

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Useful Organisations

Patient Advice and Liaison Service (PALS)

Email: pals@nhct.nhs.uk

Website: <https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/>

Telephone: 0800 032 0202

Address: Freepost PALS,

Patient Information Centre – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

Website: www.cntw.nhs.uk

Telephone: 0191 246 7288

Address: St Nicholas Hospital, NE3 3XT

Shared Decision Making Aids – NHS

Website: <https://www.england.nhs.uk/shared-decision-making/>

Telephone: 0191 246 7288

healthtalk.org

Email: info@healthtalkonline.org

Website: www.healthtalk.org

Telephone: 0191 246 7288

NHS 111

Website: www.nhs.uk/111

Telephone: 0191 246 7288

NHS

Website: www.nhs.uk

Telephone: 0191 246 7288

Related Articles

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[Your Doctor or GP](#)

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[Cancer](#)

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[Diabetes](#)

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[ME \(or Chronic Fatigue Syndrome\)](#)

[Anxiety and stress](#)

[Chronic Obstructive Pulmonary Disease \(COPD\)](#)

[Bipolar disorder](#)

[Schizophrenia](#)

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Urinary Tract Infection (UTI)