

Compliments, Complaints and Comments

The District Nursing Team aims to provide a service that is flexible and patient centred. We are always looking at ways to improve the service and welcome your comments and feedback.

The District Nurse will give you a patient survey questionnaire whilst or after receiving care. Please could you complete this and return as per instructions. This will help the organisation to continually monitor the effectiveness of the service and assist in developing the service we provide. Your feedback is extremely valuable to us.

Your questionnaire will be treated in strict confidence. Thank you.

You may wish to talk in confidence to our Patient Advice and Liaison Service (PALS); this is a free and confidential service. If you are a patient, a patient's family or carer, or a member of the public and you need some advice or information about this or any other local NHS service, call the Patient Advice and Liaison Service (PALS).
Hereford

The public facing web site can be accessed at <http://www.herefordshire.nhs.uk> for more information

General Information

Your District Nursing Team Contact:

District Nurse:

Base:

Tel. no:

Today's date:

If you would like this leaflet in large text, Braille or audio please call 01432 383568

If you would like this leaflet translated into another language please call 01432 383568

Caring for you, locally



PRIMARY CARE TRUST

County-Wide District Nursing
Service

Patient Information Leaflet



**The District Nursing Service Provides
24hour care 365 days of the year**

TEL No

8am – 10pm

10pm – 8am0845 641 3233.....

Caring For You, Locally

As District Nurses

We believe patients are entitled to high quality care, while respecting confidentiality, dignity, multi cultural and religious beliefs. We believe in working in close partnership with family carers and other social and allied health professionals to provide a seamless patient focused service. We are knowledgeable and highly skilled professionals providing quality care to patients in our community.

Caring for you, locally

The District Nurse offers support and advice to patients confined to their home through illness, or those who have a nursing need that makes a home visit more appropriate.

The District Nursing Team Can Offer?

- Individualised holistic assessment
- Leg ulcer and wound management.
- Chemotherapy treatment
- Radiotherapy support.
- Advice support and management of continence issues.
- Immunisation (specific)
- Administer medication syringe/ driver, injections (specific)
- Health checks, promotion education and teaching.
- Assessment for equipment to promote and maintain your independence at home.
- Facilitating early hospital discharge.
- Referrals to other services.
- Palliative and end of life care.
- Enabling individuals with disabilities and long term conditions to achieve quality of life and independence.
- Blood sampling
- Empowering patients
- Support to families and carers

Caring for you, locally

Who Can Refer Me To A District Nursing Team?

There is an open referral system, so anyone can refer you, with your consent.

For example:

- Self referral/carers and family
- GP
- Practice nurses
- Hospice
- Social Services
- Community Hospital
- Hillside/ Out Reach Team
- Local Hospital
- Out of County Hospitals

All referrals will be assessed to ensure they meet our service referral criteria, and to decide what the best care we can provide. Alternatively refer to other services more appropriate to meet your health or social care needs.

How You Can Help Us?

Please contact your District Nurse if you are unavailable for any planned visits e.g. Hospital appointments.

You can help the District Nurses by offering the same respect and dignity that they give to all patients' family and carers.

It is your responsibility to arrange for the collection of prescribed items prior to our visit. Thank you for your support

Better care, Higher Standards