

## Changing your appointment time

If you are not available at your regular visiting time, please contact the Community Nurse Message Service (see below) and we will arrange a new appointment time for you.

Please note that if you fail to keep 2 or more appointments we may discharge you from the service.

## Contacting the service

Patients and carers can contact the service on:

**Tel: 020 7391 6360 (message service)**

The message service will contact the community nurse on your behalf and the nurse will then contact you directly to help with your query.

The message service is available 24 hours a day, all year round including public holidays and weekends.

## Minimising cross-infection

Nurses are required to wash their hands before and after consultations with patients. If possible, please provide liquid soap and a towel for your nurse to use.

## Student nurses

A student nurse may be in attendance. Please contact us if you prefer not to be seen by a student.

## Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

## Comments, compliments, complaints

We welcome your views on our service. For general enquiries please contact the Patient Support Service:

Patient Support Service  
Camden Primary Care Trust  
Freepost RRCA-BXHE-HUSR  
London NW1 0PE

Tel: 020 3317 3003  
Minicom: 020 3317 2890  
Fax: 020 3317 2880  
E-mail: [pss@camdenpct.nhs.uk](mailto:pss@camdenpct.nhs.uk)

Please contact the PSS if you would like this leaflet in large print, Braille, audiotape or in another language.

[www.camdenproviderservices.nhs.uk](http://www.camdenproviderservices.nhs.uk)

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# Adult Community Nursing Service



## Information for Patients and carers



Camden Provider Services

## What is a Community Nurse?

Community Nurses provide nursing care for patients at home including:

- assessment and care planning
- wound and leg ulcer care
- bowel and bladder care including continence assessment and catheter management
- support and nursing care for end-of-life care needs
- NHS Continuing Care Healthcare

Different types of staff provide these services and our teams include:

- team coordinator
- community matron
- community staff nurse
- assistant practitioner
- health care assistant
- clerical assistant

Other community-based services include:

- wound care clinics
- chronic disease management clinics for diabetes, heart failure, coronary heart disease and respiratory care

The service is also able to access support from other specialist services such as palliative care, HIV and tissue viability.

## Referrals

Your GP or a hospital doctor can refer you to the service. Adult Social Services or other agencies can also make referrals.

To access the service, you must meet all the following criteria:

- you are resident in Camden and aged 18 years or over
- you are housebound or only able to leave home with assisted transport
- you are registered with a GP in Camden

Please contact **(Tel) 020 3317 5916** if you have any queries about referrals to the service.

## Your first appointment

We will prioritise your care according to your needs. We will contact you to advise the date and time of our first visit.

During this visit, the nurse will discuss your particular needs and agree a care plan with you.

If you have an urgent need e.g. blocked catheters, we will try to visit you within a maximum of 4 hours.

## Recognising your community nurse

All our nurses have an identity badge and will be happy for you to inspect the badge before you allow them into your home.

If an individual claiming to be a community nurse declines to show you this badge, or you have any other concerns about their identity, please do not give them access to your home.

## Appointment times

We will make arrangements to visit you on a regular day and time, generally this will be at the time most convenient to you.

Home visits are available between 08:30 and 22:00, Mon - Sun.

However, in some circumstances, the type of treatment or medication you receive may mean we can only visit you during specified timeslots.

Scheduled appointments can take longer than expected and your nurse may sometimes be either delayed or unable to attend your appointment at the agreed time.

When this happens we will try to let you know in advance, although sometimes your nurse may need to cancel or delay your appointment at very short notice.

