

Easy Read  
Information for  
Patients and  
Carers

What do  
District  
Nurses  
do?

# District Nursing Service



To contact district nurses call the message service on  
01895 234001

# What is the District Nursing Team?



They are nurses with lots of different skills.

They have had special training.



They can give you expert care if you live at home.

They can also work with you if you live in a care home.



The district nurses work with lots of other people.

These can be doctors, social services, hospitals or other staff working with you.



Some district nurses can write prescriptions.

These can be for simple medicines or things like bandages or dressings.

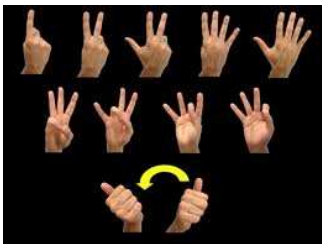


They can only do this after seeing you and looking at what is wrong.

They will talk to you about how the medicines or bandages will help you.



They can also arrange an interpreter if you speak another language.



Or if you use Makaton or British Sign Language

## How can we help you and your carers?



A district nurse can help you get better if you've been ill or had an operation.

We can help you get special equipment to stay as independent as possible



We can give you advice about healthy eating or exercise.

Or help you to stop smoking.



We can help you if you have a long-term illness or help if you have trouble getting to the toilet in time



We can arrange special care if you are very ill or if you are nearing the end of your life.

We can help you get support from other services



## When will we visit?



We will speak to you or your carer to find the best time for you.



The first time you see the nurse you will plan your care together. This is so that you get the care you need.



You and the nurse will then agree a date and time slot when they can next visit.



Sometimes we might have to change the time we come and see you. We will always tell you if we need to do that.



District nurses wear uniforms.



They also have ID badges with them. Ask to see their ID before letting the nurse into your home.

## What can you expect?



You will be treated as an individual.

You will be treated with dignity, respect and privacy.



You will have care that is just for you.

You will have care that you have helped to plan.



The nurse will be polite and helpful.

The care you have is confidential.



If you need to cancel an appointment please call the message service on 01895 486001



## To make comments or complaints:

### Patient Advice and Liaison Service (PALS)

You can talk to our Patient Advice and Liaison Service if you have any comments, compliments or complaints about the service.

This is how you can tell them:

### Write to:

Patient Advice and Liaison Service  
Hillingdon Community Health  
Kirk House  
97-109 High Street  
Yiewsley  
UB7 7HJ

Phone: 01895 488555

Email: [cnw-tr.hchpals@nhs.net](mailto:cnw-tr.hchpals@nhs.net)

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