Community Matrons

What do Community Matrons do?

Easy Read Information for Patients and Carers
What is a Community Matron?

They are Senior nurses who can help if you have 2 or more long-term conditions.

They have had special training.

A Matron is your contact for
- Medical Care or support
- Advice

What can you expect from your Community Matron?

A Community Matron works with lots of other people.

These can be your family and your doctor to help plan your care.
What are the benefits of having a Community Matron?

- You do not have to go to the hospital or your doctor so often
- You have more care at home that suits your needs
- They help you understand your medicines
- They help you plan for your care and support

Keep a note of your Community Matron

Your Community Matron is called:

..........................................................

Tel: ..........................................................
Who needs a Community Matron?

If you have 2 or more long term conditions that sometimes mean you have to go into hospital it would help you to have a community matron.

They will work with you, your carer and family. They help you to be supported in your home rather than in hospital, if possible.

Principles of care

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

The community matron will

- record and remember how you liked to be called
- not talk in front of you as if you are not there
- answer your questions using language that you will understand
- inform you of alternative arrangements when not on duty
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