Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) provides patients and carers with advice and assistance in solving any problems or concerns they may have with local health services.

Telephone 01895 488555 from 9am to 5pm Monday to Friday. Contact PALS by email at hil-pct.HCHPALS@nhs.net or at www.hillingdoncommunityhealth.org.uk

Complaints

If a patient cannot solve a problem with the help of PALS, the formal complaints procedure is available. PALS will help those who want to make a formal complaint to understand how to do so.

Community Matrons

Care, Support and Advice

Do you...

have a long-term condition with complex needs?
want to avoid unnecessary visits to hospital?
prefer specialist nursing care and support at home?

If so, read on to find out more about Community Matrons.
What is a community matron?
A community matron is a highly experienced senior nurse who is your single point of contact for care, support and advice.

What can you expect from your community matron?
You can expect a professional who will work with you, your family and your doctor to plan and organise your care. Someone who will listen to your views, help you to express them and involve you in the decisions which effect your health, your well-being and your life.

What are the benefits of having a community matron?
- Better coordination and less duplication.
- Fewer unnecessary visits to hospital or the doctor.
- Better understanding of your medicines.
- Care to suit your needs.
- You are supported to be at the centre of planning for your care and support.
- All this saves you time and effort, gives you care at home in a way that best suits your situation.

Who needs a community matron?
If you have a long term condition or complex needs which, if symptoms get out of control, mean you would need to go to the hospital then you may be better served by having a community matron.

For people whose complex care needs mean they risk having to go into a care home, a community matron will work with you, your carer and family to find care and support to help you. Like you, we want you to be supported in your home rather than in hospital, if at all possible.

Community matron visits
How often you see your community matron will depend on what you agree together. You will stay in touch regularly by telephone and by personal visits once your agreed care plan is in place.

Principles of care
Feeling Involved
Your community matron will involve you during your assessment and when your care and treatment is planned.

Feeling Informed
Your community matron will
- be introduced to you by name and role.
- ask, record and remember how you would like to be addressed.
- not talk in front of you as if you are not there.
- answer your questions honestly, using language that you will understand.
- inform you of alternative arrangements when not on duty.

If your community matron is unable to answer your questions, they will contact someone who can. Your community matron will explain and ask your permission before carrying out care or treatment.