

Information for patients and visitors

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# Your Local Community Matron Team

**Community Nursing Team  
Community & Therapy Services  
North Lincolnshire**

**This leaflet has been designed to  
give you important information and  
to answer some common queries  
that you may have.**



# Information for patients and visitors

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## Introduction

The Community Matron Team is a small team of highly experienced senior nurses who have an in-depth knowledge of long term health conditions and complex health and social care needs and are based in 3 care networks within North Lincolnshire.

The aim of the service is to improve the management of patients with long-term conditions or complex health needs and reduce unnecessary hospital admissions whilst improving quality of life.

Often people with long term conditions or complex health needs are admitted to hospital because their symptoms suddenly worsen. We aim to provide a patient focused approach to help you to understand these symptoms and take steps to address them to prevent such emergencies.

Our work is both preventative and supportive and we aim to provide quality, safe and effective care by following national and local policies, procedures and care pathways. We seek to empower patients and their carers by providing education and support to maximise independence and promote self-care.

The community matrons work as part of a multidisciplinary team to co-ordinate your care. Your care needs may be discussed with your consent at the multi-professional meeting.

The duration of time you will be seen by the community matron will depend upon your health needs.

## The Services Provided by the Community Matron are:

- An assessment of your nursing and health needs
- Creation of an agreed care plan specifically for you
- Monitoring of your long term condition and physical changes, such as Blood Pressure, Pulse and Temperature that may indicate a deterioration or improvement in your condition
- Agreeing a plan with you for when you are unwell
- Reviewing your medications and treatments
- Supplying equipment and devices if required
- Initiate tests and investigations when required
- Providing education and advice on your specific health needs
- Co-ordination of services and professionals involved in your care to optimise how you are feeling or managing at home
- Supporting you when your condition changes
- In the event of an emergency or requiring urgent assistance please telephone your District Nurse / GP or out of hours GP service or dial 111.

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## Contacts

Your Community Matron can be contacted on:

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Hours and days available for contact are:  
Daily between 8.30am to 4.30pm. When your designated Community Matron is not on duty, please contact your District Nurse or Unscheduled Care Team on the numbers below. If you have been admitted to hospital please could you arrange for someone to let your Community Matron know so that we can liaise with the hospital as required.

## Contact Details of the District Nursing Team for Your Area

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### Unscheduled Care Team:

24 hours / 7 days a week  
01724 331111

### Out of Hours:

Emergency 999  
Non-Emergency 111  
01724 871556 or 01724 270835

## Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

### For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

## For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:

[nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

## Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

## Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening /



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abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

## Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

## Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

## Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital**  
Scarcho Road  
Grimsby  
DN33 2BA  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
DN15 7BH  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
DN14 6RX  
01405 720720

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

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