

Discharge criteria

We will discharge you once you no longer have a nursing need or when your needs can be more appropriately met by another service, or when you are no longer resident in the borough. Your primary healthcare provider is still able to contact the district nursing service for further support if required.



Barnet 24 hour district nursing service and palliative care providing nursing care to house bound patients

Working in collaboration with other services

Our district nursing teams work closely with hospitals, GPs, social services and other healthcare teams involved in our patients care. We also work closely with physiotherapists and occupational therapists, Macmillan/Marie Curie and other specialist health care professionals to provide care to meet a wide range of health care needs.

Barnet district nursing team locations and contact numbers

West locality district nursing teams

Watling 020 3209 7920

Edgware 020 8732 6744

North locality district nursing teams

Holbrook 020 8238 3917

Torrington 020 8492 6413

South locality district nursing teams

Bullimore 020 8349 7556

Childs Hill 020 8209 9145

The district nurses teams can be contacted directly Monday-Friday between 08:30 and 17:00. **Please note:** due to the nature of service provision you may need leave a message on the answerphone and staff will contact you at their earliest convenience. **After 17:00 please contact out of hours switchboard on 020 8952 2381.**

Barnet District Nursing Service

Patient Leaflet

Who we are and how we can help



**Barnet Community Point
of Access contact
0845 389 0940**

Who we are and what we offer

The CLCH district nursing service is comprised of district nurses, community nurses and health care assistants who are able to provide:

- wound care, pressure ulcer and leg ulcer management and prevention advice.
- caring for acutely ill patients
- caring for post-operative patients end of life and palliative care
- advice and management of continence problems
- healthy living advice and support. phlebotomist service
- joint home visits with GPs/ specialist nurses

Who the service is for

The service is available to all house bound adults 16 years and above requiring routine and urgent nursing care living or registered with a Barnet GP.

Exclusion criteria

Under 16 years and mobile patients '*Does the patient attend any other appointments? If they do they are mobile.*'

Hours of operation

Core day hours: 08.30-19.00

Evening district nursing service: 18.30-22.30

Out of hours district nursing Service: 22.30-08.00

Referral process

Your referrer has been provided with information about how to refer you to the district nursing service including a copy of our standard referral form.

What will happen after referrals are received?

Referrals will be reviewed and triaged based on information provided. This will determine when the patient can best be seen. Once an appointment has been made then the referrer and the patient will be informed.

We will work with you to agree a care package and support you to achieve the best outcome. The care package will follow an agreed timescale and we will support you to identify the most appropriate interventions for your nursing needs. We are also able to refer you to additional services to support you in specific areas.

Referral response times

All referrals to the service are prioritised i.e.: Urgent, Non urgent and Routine. Response time will be determined by a clinician.

Please note that the service is for planned care and does not see emergency cases. Your GP or referrer should refer you to the appropriate service accordingly.

For compliments and complaints please contact the CLCH Patient Advice and Liaison Service (PALS)

Tel: 0800 368 0412

Monday to Friday 09:00 to 17:00

Email: clch@pals.nhs.net