

Easy Read
Information for
Patients and
Carers

What do
Community
Matrons
do?

Community Matrons



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

PALS

Patient Advice and Liaison Service

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