How do I get in touch with my Community Matron?

Once you have been referred to our team we will contact you to arrange a visit.

During the first visit we will give you contact details and plan with you and your family or carers how regular we will visit or call.

Each of our team members are available 7 days a week, Monday to Sunday.

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General Information
NHS South of Tyne and Wear

What you can expect from us?
As an NHS Trust we aim to continually improve our service and invite feedback to help with this. Therefore we would like to hear from you.

You may wish to give your feedback to the person or service directly providing your care. To contact the Trust please telephone 0191 529 7000

Trust Websites are
www.gatesheadpct.nhs.uk
www.stpct.nhs.uk
www.sunderland.nhs.uk

What we expect from you
NHS staff will treat everyone fairly and consistently, with dignity and respect. Staff, in return, hope that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety.

PALS
As a patient, relative or carer sometimes you need to turn to someone for advice and support. This is where we are here to help:
Patient Advice and Liaison Service (PALS) Free phone – 0800 7312 326 or email pals@suntpct.nhs.uk

This leaflet can be provided in other formats and languages on request.

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What is a Community Matron?
We are highly skilled nurses who coordinate care and services for people with complex needs, which may reduce admissions to hospital by supporting you at home.
We aim to keep you at home rather than going to hospital.
If you are admitted to hospital we can coordinate support for you at home to allow you to leave hospital sooner.
Community Matrons will visit adults who have multiple long term conditions like Diabetes, Respiratory Diseases and Heart Disease.

Will all people with a long term conditions have a Community Matron?
No, only people who have multiple long term conditions who have discussed the referral to a Community Matron with the professional caring for them.

What will the Community Matron do for you?
- Assess your needs to help you live at home
- Coordinate the care you receive from other Health and Social Professionals
- Educate you and your carer about your illness
- Help you and your carer identify when you need extra services at home like Urgent Care
- Refer you for extra support from Social and Health Professionals
- Develop a personalised care plan with you, your relatives and carers and health and social professionals

During our visit we will plan your care with you and arrange how often we will need to visit you.

Our aim is to help you and your family/carers manage your illness at home. At times you may need to be admitted to hospital for extra support.

How would I get a Community Matron?
We receive referrals from:
- GPs & Practice Nurses
- *Urgent Care Team
- *24/7 Rapid Response Team
- Consultant’s
- Accident & Emergency
- Specialist Nursing Teams
- Community Nursing Teams
- Social Services

* Not available in South Tyneside

If you are a regular user of these services you may wish to talk to them about a referral to a Community Matron.